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Responding to Foreclosures in Cuyahoga County 2015 Update: Ninth Annual Report January 1 - December 31, 2015

Kathryn W. Hexter
Cleveland State University, k.hexter@csuohio.edu

Molly Schnoke
Cleveland State University, m.s.schnoke@csuohio.edu

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Responding to Foreclosures in Cuyahoga County 2015 Update

**Ninth Annual Report
January 1 - December 31, 2015**

May 23, 2016

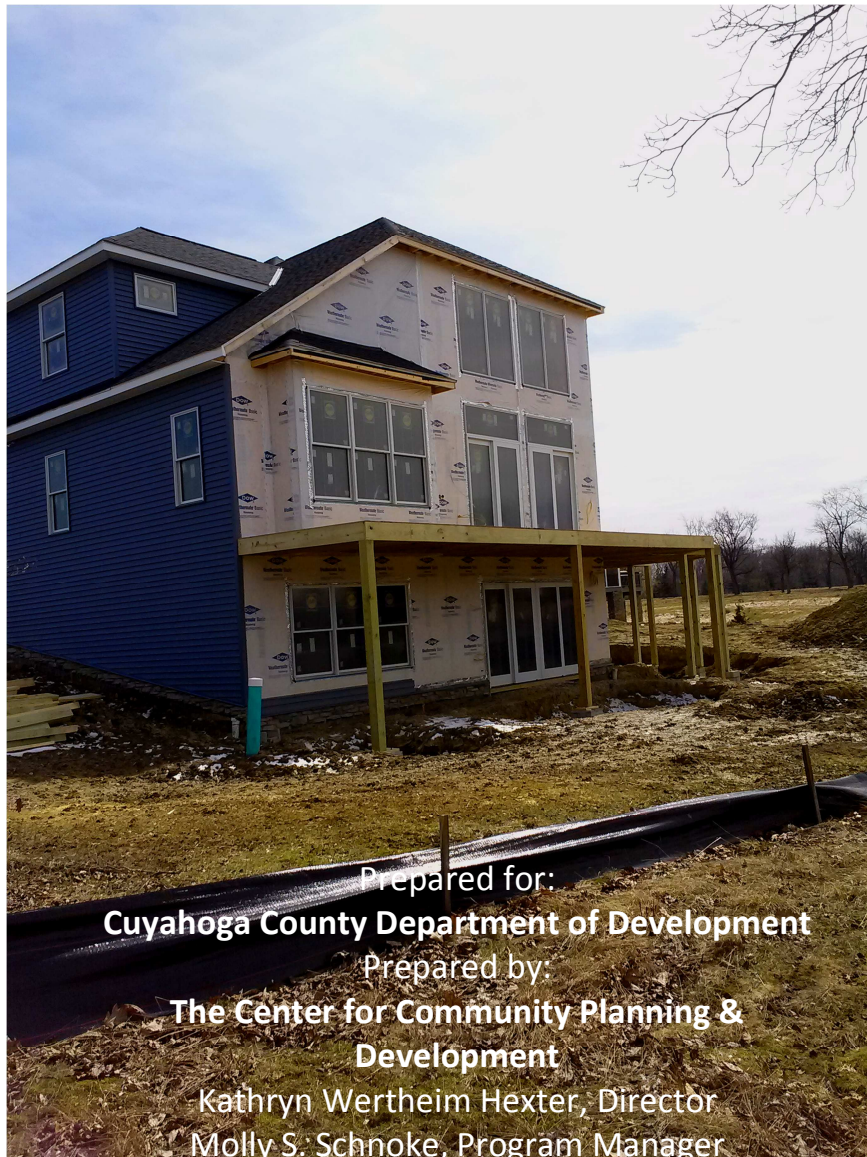


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INTRODUCTION

The Maxine Goodman Levin College of Urban Affairs has been the evaluation partner for the Cuyahoga County Foreclosure Prevention Program (CCFPP) since the program was adopted in 2006. This report is an update to the County for 2015. The evaluation provides the County with metrics to track progress and provides feedback about the program that can be used to improve and adapt it to meet the rapidly changing state and national context surrounding foreclosures.

Since consistent tracking began in 2009, the Cuyahoga County foreclosure prevention program has served over 24,000 homeowners at the five participating counseling agencies. In 2015 alone, 1,151 households were counseled. More than half (57%) of all homeowners that have completed counseling through the program have had a successful outcome. That is, they have reached an agreement with their lender that enables them to stay in their home or, if they choose, they are able to transfer title through a short sale or other means to another individual owner and move to a more affordable home.

As noted in previous reports, Cuyahoga County was one of the first localities in the country to develop a comprehensive response to the foreclosure crisis. The County's consistent role in funding, administering and evaluating the program over nine years has created a very effective system of agencies and programs, including foreclosure mediation, that have helped homeowners prevent foreclosure and contributed to stabilizing the housing market.

METHODOLOGY

In August 2006, the County entered into a contract with the Levin College of Urban Affairs, Cleveland State University (CSU) to evaluate the program. Since that time, the CSU evaluation team has been gathering data to help the County:

- track progress
- understand the successes and barriers of the initiative
- understand whether the program was accomplishing its goals and objectives
- improve and adapt the program going forward

This report on the 2015 program year is the ninth annual report on the progress of the initiative.

The evaluation team uses a continuous learning model of evaluation with feedback provided to the County on a regular basis. Because of the County's longstanding interest in program assessment and evaluation, it now has nine years of data about foreclosure prevention activities in Cuyahoga County.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

The information used in this report is drawn from the following sources:

1. Interviews with counselors from the participating housing counseling agencies, County Department of Development administrators, the Court of Appeals Foreclosure Mediation program director, housing managers from the First Suburbs Consortium, the director of 211 First Call for Help and representatives of the Vacant and Abandoned Properties Action Council. (Detailed list can be found in Appendix C.)
2. Monthly county foreclosure counseling agency coordinating meetings.
3. Agency data on foreclosure counseling client demographics and outcomes provided to the County Department of Development.
4. Data on foreclosures provided by the Northern Ohio Data and Information Service of the Levin College and NEO CANDO at Case Western Reserve University.
5. 211 First Call for Help documentation of calls and referrals by service type and agency, a description of their referral process, and definitions of the service categories used.
6. Data on the Foreclosure Mediation Support Program provided by the Cuyahoga County Court of Common Pleas.

Two important notes about the data:

1. From March 2006 to March 2008, client outcome data was gathered from agencies through a data request from the County Foreclosure Prevention Program office. This early data was not reported consistently across agencies and was limited in scope. With strong encouragement and support from the evaluation team, in 2008, the participating counseling agencies adopted the common reporting format of the then-new National Foreclosure Mitigation Counseling (NFMC) program. Agencies used the NFMC reporting platform and the evaluators were able to collect much more consistent and detailed information electronically about the outcomes of the counseling. Thus, we have continuous, consistent client outcome information from March 2008 forward.
2. In 2009, the County requested that we switch the reports from a program year (March through February) to a calendar year (January through December). This change resulted in a two-month overlap (January and February) in the 2009 program year.

Our work would not be possible without the full cooperation and assistance of the numerous County departments, the Court of Common Pleas mediation program and the participating counseling agencies. We especially wish to thank Ken Surrat, Deputy Director of Housing and Paul Herdeg, Development Administrator in the Department of Development for their support.

FORECLOSURE TRENDS

The national foreclosure crisis hit Cuyahoga County residents earlier and the recovery is taking longer than other places. While foreclosure filings are declining countywide, the rate of decline in the number of foreclosure filings in Cuyahoga County trails the national trend. Further, the County's eastern communities with high percentages of African American homeowners were among the first to experience the devastating effects of the wave of unsustainable mortgage financing and refinancing and among the last to see an end to the crisis, a trend that is being documented nationwide.

As of December 2015, approximately 433,000 homes in the United States were in some stage of foreclosure, known as the foreclosure inventory, compared to 568,000 homes in December 2014, a year-over-year decrease of 24 percent, compared with Cuyahoga County's 3.3 percent decline. (CoreLogic® report, February 9, 2016).

The number of foreclosure filings in the County peaked in 2007 at 13,777; remained at over 13,500 for three years, and finally began to decline in 2010. In 2015, the number of foreclosure filings in the County had fallen to 6,925, the lowest number since 2005. This is good news for local housing markets, many of which are still in recovery mode throughout the County.

As of the end of 2015 there were an estimated 15,000 vacant parcels countywide that needed demolition, with just over half of these, 7,887, in the city of Cleveland.¹ Many more are more than 90 days delinquent, the County's overall housing market remains weak and values have not recovered in many areas. In 2014, the County created a \$50 million demolition bond fund and has demolished 443 homes to date. Both the City of Cleveland and the Cuyahoga Land Bank have been working hard to clear blighted homes, aided significantly over the past year by the Cuyahoga County Demolition Fund. The Cuyahoga County Land Reutilization Corporation has demolished 4,302 homes to date.

Reflecting the concerns of advocates and counseling agencies, the 2014 report noted the increase in property tax foreclosures. In response, in 2015, the County clarified that foreclosure prevention counseling included tax foreclosure. Further the County Treasurer's office worked closely with the County's Department of Development and the Counseling agencies to design and provide funding for a program that will launch in 2016 to empower the counseling agencies to take on a larger role in working out payment plans for homeowners delinquent on their property taxes. Another concern is the increase in investor owned rental single-family homes.

Chart 1 and Table 1 explain these trends in more detail for Cuyahoga County.

¹ Frank Ford, Cuyahoga Housing Trends report, March 23, 2016, p. 17.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Chart 1. Foreclosure Filings, 2006-2015

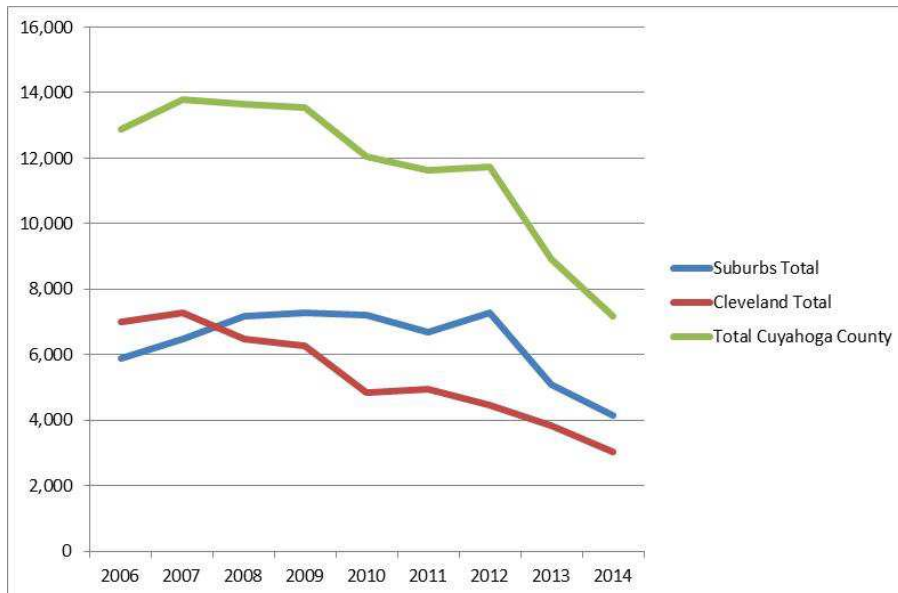


Table 1. Foreclosure Filings, East West Comparison

	2007	2012	2013	2014	2015	2013-2014
Area	Number	Number	Number	Number	Number	Change
East Side Clev	5,255	2,791	2,282	1,915	2,057	7%
West Side Clev	2,024	1,677	1,539	1,111	1,055	-5%
East Suburbs	4,329	4,668	3,110	2,647	2,483	-6%
West Suburbs	2,169	2,611	1,981	1,489	1,330	-11%
EAST Cuy. County	9,584	7,459	5,392	4,562	4,540	0%
WEST Cuy. County	4,193	4,288	3,520	2,600	2,385	-8%
Clev Total	7,279	4,468	3,821	3,026	3,112	3%
Suburbs Total	6,498	7,279	5,091	4,136	3,813	-8%
Cuyahoga County Total	13,777	11,747	8,912	7,162	6,925	-3%

Across the County, foreclosure filings declined by 3% overall but not all parts of the County were evenly affected. The number of filings on the east side of Cleveland actually increased by 7%. The majority of all foreclosure filings (66%) in the County continue to be concentrated in the predominantly African American neighborhoods on the east side of Cleveland and the inner-ring eastern suburbs, an increase in concentration of 2% from 2014.

The following two tables show the number of parcels in the County that had one or more foreclosure filings from 2006-2015 for jurisdictions on the east and west sides of the County. (No matter how many foreclosure filings there might have been, a parcel was counted only



RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

once, and the type of foreclosure shown in the table corresponds to the last foreclosure filing for each parcel.) Countywide, 18.7% of all properties had at least one foreclosure filing. This table further demonstrates the long-term, disproportionate impact of foreclosures on the eastern portion of the county compared with the western portion.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Table 2. Number of parcels with at least one Foreclosure Filing, by Type of Filing, Eastern Cuyahoga County, 2006-2015

	Type of Foreclosure (most recent*)					Avg. Number of Residential Parcels, 2006-2015	Pct. Resid. Parcels w/at Least 1 Ford. Filing
	Mortgage	Vacant & Abandoned & Tax Delinq. (BOR)	Tax Delinquent (Judicial)	Other	Total		
East Cleveland	1,376	240	515	377	2,508	5,696	44.03
Maple Heights	2,880	77	95	303	3,355	9,790	34.27
Warrensville Heights	936	29	61	161	1,187	3,871	30.66
Garfield Heights	2,523	90	99	300	3,012	10,991	27.40
Euclid	3,946	65	84	303	4,398	16,631	26.44
Newburgh Heights	160	5	16	16	197	789	24.97
Highland Hills	28		3	8	39	157	24.79
Oakwood	284	3	9	22	318	1,324	24.01
Bedford	937	6	11	69	1,023	4,551	22.48
North Randall	28		1	4	33	150	22.03
Cleveland Heights	2,810	77	158	262	3,307	15,236	21.71
South Euclid	1,781	20	35	88	1,924	9,020	21.33
Bedford Heights	598	1	4	44	647	3,119	20.74
Woodmere	24		1	4	29	145	19.99
Glenwillow	47		2	1	50	297	16.81
Shaker Heights	1,387	40	94	75	1,596	9,608	16.61
Richmond Heights	547		6	28	581	3,512	16.55
University Heights	504	4	13	45	566	4,253	13.31
Bratenahl	89	1	2	5	97	781	12.43
Orange	127		2	4	133	1,340	9.92
Lyndhurst	557	4	11	28	600	6,489	9.25
Mayfield Heights	492	1	3	52	548	6,040	9.07
Cuyahoga Heights	16			2	18	222	8.13
Solon	583	3	5	21	612	7,902	7.75
Chagrin Falls	103	1	2	6	112	1,667	6.72
Gates Mills	57			7	64	975	6.57
Valley View	42			7	49	757	6.48
Beachwood	203		1	9	213	3,521	6.05
Pepper Pike	131		1	10	142	2,355	6.03
Mayfield	69		1	1	71	1,213	5.85
Bentleyville	19				19	325	5.85
Moreland Hills	75	1		2	78	1,377	5.66
Highland Heights	174		1	8	183	3,331	5.49
Walton Hills	49			3	52	968	5.37
Hunting Valley	7		1		8	223	3.59
Chagrin Falls Township	1				1	43	2.35
EASTERN SUBURBS	23,590	668	1,237	2,275	27,770	138,669	20.03
Cleveland East	15,825	2,337	4,485	2,452	25,099	67,491	37.19
Cleveland	26,589	2,869	5,389	3,446	38,293	125,413	30.53
Cuyahoga East	39,415	3,005	5,722	4,727	52,869	206,160	25.64
CUYAHOGA COUNTY	65,147	3,582	6,758	6,443	81,930	439,014	18.66

Source: NEOCANDO (foreclosure filings), Cuyahoga County Auditor (residential parcels)

* If a parcel was associated with more than one foreclosure filing, the most recent filing was used to determine the type of foreclosure.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

For all eastern jurisdictions, almost 1 in 5 properties have had at least one foreclosure filing over the past 9 years. Three jurisdictions – East Cleveland (44.03), Maple Heights (34.27), and Warrensville Heights (30.66), had the highest rates of properties with one or more foreclosure filings. Thirteen jurisdictions had rates higher than 20%, and eighteen had rates higher than 10%.

Table 3. Number of parcels with at least one Foreclosure Filing, by type of filing, Western Cuyahoga County, 2006-2015

	Type of Foreclosure (most recent*)					Avg. Number of Residential Parcels, 2006-2015	Pct. Resid. Parcels w/at Least 1 Forcl. Filing
	Mortgage	Vacant & Abandoned & Tax Delinq. (BOR)	Tax Delinquent (Judicial)	Other	Total		
Linndale	9			1	10	37.7	26.53
Lakewood	2039	7	32	126	2204	16634.1	13.25
Olmsted Falls	411	1	2	12	426	3366.6	12.65
Brook Park	862	3	9	29	903	7268.2	12.42
Berea	740	5	9	29	783	6326.4	12.38
Parma Heights	765	1	8	25	799	6561.2	12.18
Parma	3232	20	16	157	3425	29751.8	11.51
Brooklyn	375	1	3	16	395	3657.5	10.80
North Olmsted	1045	2	5	48	1100	11907.8	9.24
Olmsted Township	391		2	17	410	4633	8.85
Fairview Park	463		4	30	497	6458.7	7.70
Broadview Heights	489		5	22	516	7116.5	7.25
Brooklyn Heights	37		3	2	42	603.9	6.95
North Royalton	673		4	27	704	10256.5	6.86
Strongsville	999		7	36	1042	15483.6	6.73
Bay Village	388	1	5	20	414	6252	6.62
Middleburg Heights	355	2	5	16	378	5814.1	6.50
Rocky River	477		4	21	502	8227.1	6.10
Westlake	608		1	42	651	11432.1	5.69
Seven Hills	252		4	24	280	5105.1	5.48
Brecksville	236	2	2	16	256	5196.4	4.93
Independence	122		2	6	130	2841.9	4.57
WESTERN SUBURBS	14,968	45	132	722	15,867	174,932	9.07
Cleveland West	10,764	532	904	994	13,194	57,922	22.78
Cleveland	26,589	2,869	5,389	3,446	38,293	125,413	30.53
Cuyahoga West	25,732	577	1,036	1,716	29,061	232,854	12.48
CUYAHOGA COUNTY	65,147	3,582	6,758	6,443	81,930	439,014	18.66

Source: NEOCANDO (foreclosure filings), Cuyahoga County Auditor (residential parcels)

* If a parcel was associated with more than one foreclosure filing, the most recent filing was used to determine the type of foreclosure.

The overall rate for the western suburbs – 9.07% -- is less than half the rate for Cuyahoga County as a whole (18.66%), and for the eastern suburbs (20.03%). Linndale is the only western

jurisdiction with a rate over 20% (but it is important to note that the number of parcels in Linndale is very small), and only eight western suburbs have rates over 10% (compared to 52.78% with rates over 10% in the eastern suburbs).

The Cuyahoga County Foreclosure Prevention Program

Over the past ten years, Cuyahoga County has employed a range of programs and policies to address foreclosures including: foreclosure prevention counseling, mortgage payment assistance, mortgage modification, mediation through the Court, principal reduction to help homeowners negotiate for affordable monthly payments; early intervention; and advocacy for additional funding and programs. Keeping people in their homes on the front end helps the homeowner, the neighborhood and the County while saving tax dollars that would otherwise have to be spent on code enforcement or cleaning up or tearing down the vacant and abandoned properties on the back end.

However, it is important to note that the County program operates within the context of state and federal programs, policies and settlement agreements. These programs and policies vary from year to year, as illustrated in the timeline in Appendix F. The programs are also described in Appendix B.

It is important to keep in mind that the County's end goal is long-term housing stability, which benefits homeowners, neighborhoods, cities and the entire county. Foreclosure prevention counseling works best when there is early contact with motivated but vulnerable homeowners as it helps them understand their options, develop a sustainable budget and navigate the foreclosure process.

The counseling services are supported, in part, by funding from the County and provided by a network of local nonprofit counseling agencies. In 2015, five agencies participated in the program. The agencies employ trained counselors to work directly with homeowners at risk of or facing foreclosure. Ongoing evaluation by Cleveland State University has tracked progress and validated the success of this service delivery model. The objectives of the Cuyahoga County Foreclosure Prevention program for 2015 were to:

1. Coordinate outreach to homeowners in Cuyahoga County, provide homeowners access to housing counseling, connect them to foreclosure counseling and/or court mediation resources and support counseling through funding.
2. Support and disseminate research concerning the nature and scope of the evolving foreclosure crisis.
3. Convene monthly meetings of agencies involved in various aspects of foreclosure prevention work, and provide a forum to share information, align programs and identify issues.

PROGRAM ADMINISTRATION AND CONVENING

Since 2012, the County's Department of Development (DOD) has funded and administered the program and convened monthly meetings of participating agencies. Responsibility for the program falls under the County's development administrator, Paul Herdeg. The DOD works closely with the counseling agencies, serves as convener of the agencies' monthly meetings, coordinates the counseling plus mediation program with the court, monitors state and federal legislation and advocates for issues that impact the industry.

In 2015, directors of other County departments with an interest in housing or consumer issues were invited to attend the meetings. In addition to the County's Department of Consumer Affairs, the County finance office and the newly appointed County housing director began to regularly attend the monthly coordinating meetings, United Way's 211 First Call for Help, the County Court of Appeals Mediation program and the representatives from the Counseling Agencies: Cleveland Housing Network (CHN), Community Housing Solutions (CHS), Empowering and Strengthening Ohio's People (ESOP), Neighborhood Housing Services of Greater Cleveland (NHS GC), the Home Repair Resource Center (HRRC) in Cleveland Heights.

The DOD has consistently provided funding from its Community Development Block Grant funds for counseling services to clients in the "urban county."² DOD also ensures compliance with County and Federal funding rules. This compliance is ensured through annual monitoring.

Eligibility. County residents are eligible to receive counseling and legal services through the County Foreclosure Prevention Program provided the property in question is the principal residence, the resident has the means to meet monthly obligations going forward, and the resident wants to stay in the home. Clients who do not meet these eligibility requirements are referred to other assistance programs. Residents do not have to have either a mortgage or a tax foreclosure filing in order to apply. In fact, they are encouraged to apply at the first signs of trouble, before the foreclosure filing occurs.

Foreclosure Prevention Counseling. The hallmark of the County's Foreclosure Prevention program continues to be face to face counseling and connecting homeowners with services. All of the agencies are HUD certified housing counseling agencies and most of them provide a range of other programs aimed at successful homeownership and/or budget counseling. Homeowners at risk of foreclosure can request counseling through a variety of methods, including United Way's 211 First Call for Help, the regional resource and referral network, which has been an integral part of the program since its inception. The earlier a homeowner at risk of foreclosure seeks mortgage payment counseling assistance, the more effective the counseling can be.

² The Cuyahoga County Department of Development serves as the entitlement agency for 51 of the smaller suburban communities. As the entitlement agency for these communities, the County is responsible for administering federal Community Development Block Grant funds and HOME funds. The six larger cities located in Cuyahoga County - Cleveland, Cleveland Heights, East Cleveland, Euclid, Lakewood and Parma - are also considered entitlements, and are responsible for administering and distributing their direct allocation of these funds on behalf of their residents.

With the County CCFPP office serving as the “backbone support” organization, providing staff, funding and the skills needed to bring all the groups together, the system functions as a model of “Collective Impact.” The evaluation provides the shared measurement system necessary to make this model work; measuring results consistently across all participants.³

Funding Sources. The County has drawn on a number of funding sources over the life of the Foreclosure Prevention Program:

- County General Funds
- Community Development Block Grant Funds
- Grants and donations

From 2006 to 2015, the program has received a total of \$7.1 million (Table 4.) Annual or program year funding has fluctuated from a high of close to \$1 million in the first year of the program, to a more sustainable \$250,000 from 2012 through 2015. For the past three years, the County has dedicated a portion of the its Community Development Block Grant dollars to support foreclosure prevention counseling for clients living in the ‘Urban County,’ e.g. those cities in the County that are not direct entitlement cities. From 2011-2013, the County provided support for the counseling plus mediation program that supported the attendance of agency counselors at pre-mediation sessions at the Court of Common Pleas Foreclosure Mediation program’s offices. However, that funding ended in 2014 and for the past two years, funding has gone to support the five participating housing counseling agencies. The funding has been allocated on a competitive basis, with agencies submitting proposals to the County.

³ For more information about Collective Impact see Hanleybrown, F. et. al. “Channeling Change: Making Collective Impact Work,” *Stanford Social Innovation Review*, 2012.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Table 4: Sources and Commitments of Fund, March 2005 – December 2015

Sources and Commitments of Funds for Foreclosure Prevention Program March 2005-December 2015						
Funds Source	2005-2011	2012	2013	2014	2015	Total Program Commitments
Community						
Neighborhood Progress, Inc.*	\$67,500					\$67,500
National City	\$75,000					\$75,000
PNC Foundation	\$47,500					\$47,500
Key	\$195,000					\$195,000
Freddie Mac	\$100,000					\$100,000
Fannie Mae	\$25,000					\$25,000
Miller Foundation	\$50,000					\$50,000
Chase	\$7,500					\$7,500
Ohio Savings/AmTrust	\$50,000					\$50,000
US Bank	\$10,000					\$10,000
Dominion Foundation	\$50,000					\$50,000
First Energy	\$10,000					\$10,000
Nord Family Foundation	\$50,000					\$50,000
Safeguard Properties	\$176,050					\$176,050
David S. Stein Foundation	\$1,000					\$1,000
Dollar Bank Foundation	\$25,000					\$25,000
Third Federal Foundaion	\$50,000					\$50,000
First Merit Bank, NA	\$500					\$500
Ocwen Loan Servicing	\$5,000					\$5,000
Eaton Charitable Fund	\$10,000					\$10,000
St. Lukes Foundation**	\$150,000					\$150,000
The Cleveland Foundation	\$250,000					\$250,000
Subtotal	\$1,405,050					\$1,405,050
County						
General Fund	\$572,500					\$572,500
CDBG	\$700,000	\$250,000	\$250,000	\$248,250	\$250,000	\$1,698,250
TANF	\$400,000					\$400,000
DTAC	\$3,030,000					\$3,030,000
Subtotal	\$4,702,500	\$250,000	\$250,000	\$248,250	\$250,000	\$5,700,750
Total	\$6,107,550	\$250,000	\$250,000	\$248,250	\$250,000	\$7,105,800

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Table 5: Allocation of funds, 2005-2015

Allocation of Funds, Foreclosure Prevention Program (March 2005-December 2015)						
	2005-2011	2012	2013	2014	2015	Total
Counseling and Legal Services Agencies						
Community Housing Solutions	\$483,022	\$53,000	\$61,200	\$62,500	\$50,000	\$709,722
ESOP	\$657,218	\$53,000	\$60,000	\$50,000	\$32,200	\$852,418
Cleveland Housing Network	\$411,638	\$60,000	\$20,600	\$62,500	\$90,000	\$644,738
Neighborhood Housing Services of Greater Cleveland	\$535,238	\$60,000	\$81,200	\$63,250	\$70,000	\$809,688
Home Repair and Resource Center	\$29,800	\$24,000	\$27,000	\$10,000	\$7,800	\$98,600
Counseling Plus Mediation	\$37,128	\$9,108	\$29,766	\$0	\$0	\$76,002
Housing Advocates	\$30,000					\$30,000
Cleveland Legal Aid Society	\$85,000					\$85,000
Cleveland Consumer Credit Counseling Services	\$12,500					\$12,500
Spanish American Committee	\$70,000					\$70,000
Consumer Protection Association	\$20,000					\$20,000
Subtotal	\$2,371,544	\$259,108	\$279,766	\$248,250	\$250,000	\$3,408,668
Operating and Program Expenses						
Foreclosure Prevention Program Administration and Operations	\$1,331,880	in-kind	in-kind	in-kind	in-kind	\$1,331,880
Rescue Funds	\$1,602,841					\$1,602,841
Other Expenses	\$62,339					\$62,339
211 First Call for Help	\$60,000					\$60,000
Subtotal	\$3,057,061					\$3,057,061
TOTAL	\$5,428,605	\$259,108	\$279,766	\$248,250	\$250,000	\$6,465,729

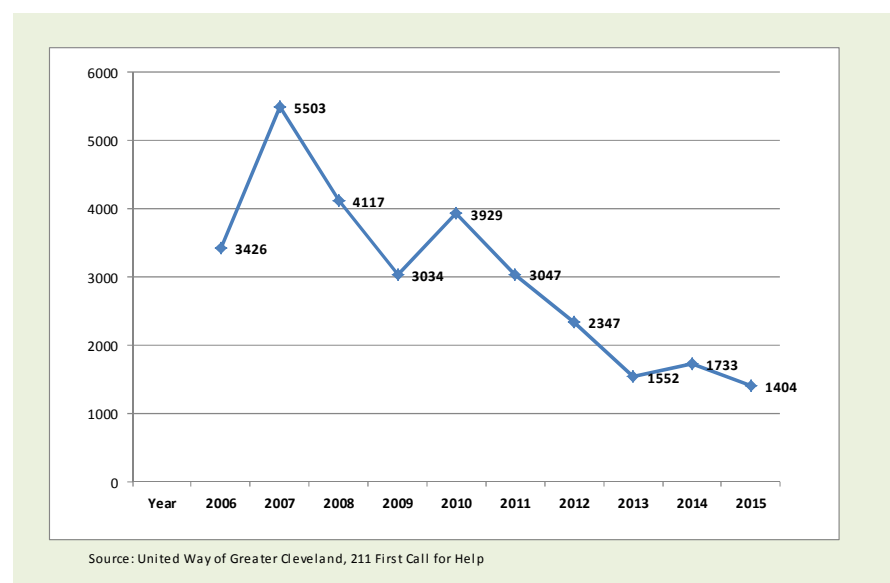
PROGRAM COMPONENTS

211 FIRST CALL FOR HELP

Since the program began in March 2006, United Way's 211 First Call for Help (211) has served as the primary point of contact for County residents seeking foreclosure assistance. From March 2006 through December 2015 "211" received 30,092 calls for foreclosure prevention assistance.



Chart 2: 211 First Call For Help Call Volume, 2006 - 2015



As Chart 2 illustrates, in 2015, "First Call for Help" received 1,404 calls for foreclosure assistance. This is a slight decrease from 2014 when 211 received 1,733 calls.

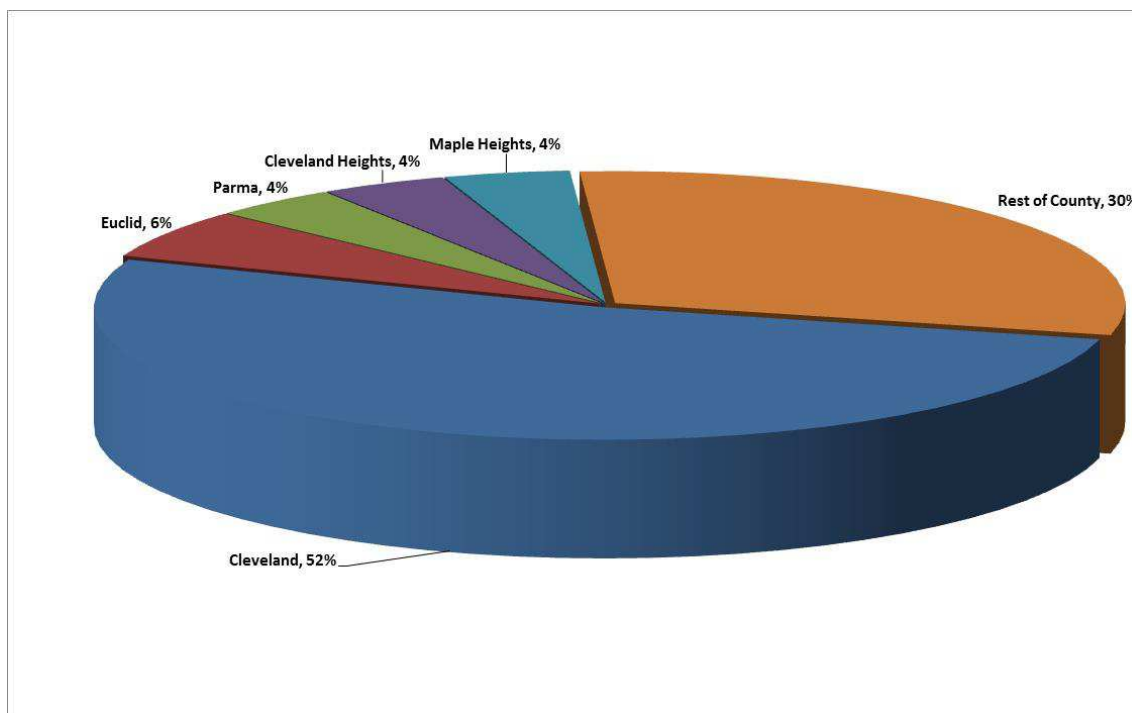
The overall decline in the number of calls for foreclosure prevention assistance experienced since the 2007 peak continues to be due to a number of factors. It is clear that the foreclosure filings have been declining over the past few years as have the overall number of foreclosure counseling clients. Beyond that, there are several other entry points to the system for homeowners needing assistance than just 211. The agencies have been operating foreclosure prevention counseling programs for a number of years now and some clients call the agencies

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directly or contact agencies through web portals. Over the years agencies have conducted direct outreach to and established relationships with communities across the county which in turn are able to assist their residents by making direct referrals to the agencies. Since 2008, the Cuyahoga County foreclosure mediation program became a source of referrals. The program is a resource for homeowners in foreclosure (every homeowner receives information about the mediation program and the counseling program along with the notice of foreclosure filing). And finally, homeowners find agencies through word-of-mouth referrals.

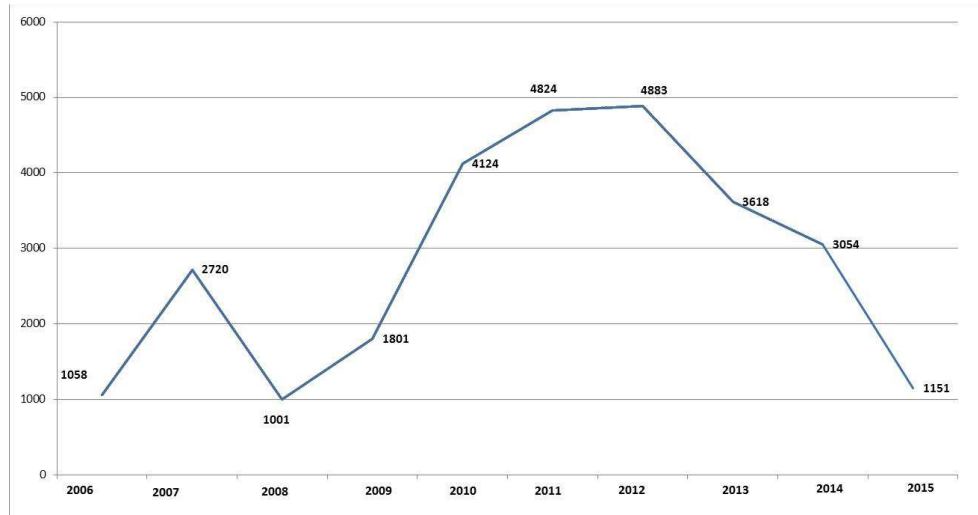
The majority of calls to 211 in 2015 were from the City of Cleveland, a pattern consistent with previous years. Calls to 211 from the rest of the county increased slightly in 2015 from 23% to 30% (Chart 3).

Chart 3: 211 First Call For Help Top Cities, 2015



FORECLOSURE PREVENTION COUNSELING CLIENTS

Chart 4: Total Homeowners Counseled, 2006-2015



*2008 represents 9 months.

From March 2006 through December 31, 2015, participating agencies have served 28,234 homeowners at risk of foreclosure. The number of clients peaked in 2011 and 2012 at 4,824 and 4,883 respectively. Since 2012 the year-over-year number of foreclosure clients has continued to decline. In 2015 it declined by 62%. Though homeowners are not required to have a foreclosure filing in order to seek counseling, the 3% decrease in the number of foreclosure filings in 2015 appears to be one factor in this year's decrease.

Another factor that appears to impact the number of clients seeking assistance both positively and negatively is the availability of funds to help with mortgage payments. As illustrated in Chart 4, the number of clients jumped in August 2007 when the County announced that rescue funds were available. A second surge came in September 2010 with the state's announcement of the "Hardest Hit Funds", which provided an unemployed homeowner with up to \$35,000 to help with monthly mortgage payments. Ohio's program to distribute hardest hit funds ended in July 2014.

DEMOGRAPHIC PROFILE OF COUNSELING CLIENTS

The demographic characteristics of clients served has changed somewhat, most notably in terms of racial composition. Table 6 displays the demographic characteristics of clients for the 3 most recent years of the program.

As illustrated in the following tables:

- The majority of clients seen by the agencies continue to be female, although the percentage has declined from 67% in the first program year (March 2006 to February 2007) to 61% in 2015.
- The percentage of clients that are African American declined from a high of 81% in the first program year to a low of 54% in 2009.⁴ Between 2009 and 2014, the percentage has stayed in the 54-60% range. In 2015 it increased to 66%.
- The percentage of Hispanics has consistently been small (between 4 and 7 percent), although it increased in 2010 to a high of 12%.
- The percentage of clients age 62 or older has been growing, more than doubling from 7% in the first year of the program to 17% in 2014. It increased 6% to 23% in 2015.
- The percentage of clients with incomes below 50% of Area Median Income (AMI) has in previous years stayed fairly consistent, ranging from 43-47%, indicating that the program is serving those with the lowest incomes. In 2015 the percentage increased to 56%.

⁴ See 2012 report for demographic data 2006-2009.

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Table 6: Demographics of Clients Served, 2013 – 2015 (2006 – 2015 in Appendix D)

	2013		2014		2015		Total	
RACE	Number	Percent	Number	Percent	Number	Percent	Number	Percent
White	1232	34%	912	30%	253	22%	2397	21%
African American	2071	57%	1649	54%	759	66%	4479	40%
African American & White	11	0%	15	0%	9	1%	35	0%
American Indian/Alaskan	0	0%	1	0%	2	0%	3	0%
American Indian & White	0	0%	2	0%	2	0%	4	0%
American Indian & Black	6	0%	3	0%	1	0%	6	0%
Asian	19	1%	19	1%	5	0%	43	0%
Asian & White	2	0%	2	0%	0	0%	4	0%
Native Hawaiian/Other Pacific Islander	1	0%	1	0%	1	0%	3	0%
Other	118	3%	96	3%	27	2%	241	2%
None Reported	157	4%	354	12%	66	6%	577	5%
Total	3618	100%	3054	100%	1151	100%	7823	100%
ETHNICITY	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Hispanic	160	4%	113	4%	46	4%	319	3%
Not Hispanic	3351	93%	2607	85%	1029	89%	6987	62%
None Reported	107	3%	334	11%	76	7%	517	5%
Total	3618	100%	3054	100%	1151	100%	7823	100%
GENDER	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Female	2194	61%	1722	56%	704	61%	4620	41%
Male	1348	37%	1017	33%	381	33%	2746	24%
None Reported	76	2%	315	10%	66	6%	457	4%
Total	3618	100%	3054	100%	1151	100%	7823	100%
HOUSEHOLD COMPOSITION	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Single Adult	481	13%	1267	41%	178	15%	1926	17%
Female-headed Single	192	5%	102	3%	70	6%	364	3%
Male-headed Single	26	1%	11	0%	15	1%	52	0%
Married with no dependents	148	4%	95	3%	49	4%	147	1%
Married with dependents	208	6%	80	3%	61	5%	349	3%
Two or more unrelated	17	0%	9	0%	12	1%	38	0%
Other	41	1%	66	2%	9	1%	116	1%
None Reported	1317	36%	1411	46%	488	42%	3216	29%
Head of Household no sex specified	1188	0%	13	0%	309	27%	1510	13%
Total	3618	100%	3054	100%	1151	100%	7823	100%
AGE	Number	Percent	Number	Percent	Number	Percent	Number	Percent
62 and over	557	15%	467	15%	265	23%	1289	16%
Under 62	2424	67%	1837	60%	651	57%	4912	63%
None Reported	637	18%	750	25%	235	20%	1622	21%
Total	3618	100%	3054	100%	1151	100%	7823	100%
INCOME	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Less than 50% of AMI	1595	44%	1303	43%	639	56%	3537	31%
50-79% of AMI	936	26%	714	23%	302	26%	1952	17%
80-100% of AMI	657	18%	377	12%	66	6%	1100	10%
Greater than 100% of AMI	355	10%	241	8%	58	5%	654	6%
None Reported	74	2%	419	14%	86	7%	579	5%
Total	3618	100%	3054	100%	1151	100%	7823	100%
CREDIT RATING	Number	Percent	Number	Percent	Number	Percent	Number	Percent
700 and up (excellent)	96	3%	93	3%	28	2%	217	2%
680-699 (good)	52	1%	45	1%	19	2%	116	1%
620-679 (fair)	208	6%	165	5%	75	7%	448	3%
580-619 (poor)	200	6%	170	6%	72	6%	442	3%
500-580 (bad)	685	19%	505	17%	196	17%	1386	10%
499 and below (very bad)	391	11%	261	9%	100	9%	752	6%
0	853	24%	494	16%	13	1%	1360	10%
None Reported	1133	31%	1321	43%	648	56%	3102	23%
Total	3618	100%	3054	100%	1151	100%	7823	100%

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Table 7: Geographic Distribution of Clients, 2009 – 2015

	2009		2010		2011		2012		2013		2014		2015		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Cleveland	912	51%	1904	46%	2083	43%	2231	45%	1600	44%	1278	42%	518	45%	7648	45%
First Suburbs	681	38%	1597	39%	1862	39%	1995	41%	1467	41%	1117	37%	478	42%	6613	38%
Rest of County	165	9%	611	15%	703	14%	519	11%	475	13%	335	11%	89	8%	2087	12%
None Reported	43	2%	12	0%	176	4%	138	3%	76	2%	324	11%	66	6%	835	5%
Total	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	17183	100%

Looking across all agencies, Table 7 shows that the percentage of clients from Cleveland peaked in 2009 at 51% and has declined since then to 45 % in 2015. The percentage of clients from the first suburbs has remained relatively stable as has the percentage from the rest of the county. (It is important to note that the member communities that comprise the First Suburbs has changed since 2006 so we are not able to talk about trends other than city of Cleveland and County as a whole.⁵)

COUNSELING CLIENT TRENDS

Face-to-face interviews were conducted with staff of each of the five counseling agencies during each program year.

Based on information gathered from these interviews, the counseling agencies and 211 reported a number of trends:

- **Economic stagnation.** For the eighth consecutive year, the economy continues to adversely impact homeowners. *This has been the most persistent and consistent challenge agencies are reporting and it shows no signs of abating.* While economic conditions have improved in many parts of the country, most incomes have not grown comparably. It remains the case that through all of 2015 loss of household income, mostly the result of underemployment remains the number-one reason people seek assistance. Agencies report that homeowners who have recovered from job loss experienced during the Great Recession faced continued under-employment during the economic recovery.
- **Foreclosures occurring County-wide.** Counseling agencies report that they continue to see homeowners from every corner of Cuyahoga County seeking assistance.
- **Property condition and tax issues continued to increase in 2015.** Agencies continue to report that they are seeing more homeowners who are seeking assistance that have additional housing issues. Counselors are seeing clients who have no equity in their homes to make housing related repairs (such as leaking roofs) resulting in deterioration of the property. Additionally, agencies indicated that there are more people that are

⁵ First suburbs include: Bedford, Bedford Hts., Berea, Brooklyn, Brooklyn Heights, Brook Park, Cleveland Hts., East Cleveland, Euclid, Fairview Park, Garfield Hts., Lakewood, Parma, Maple Hts., Parma Heights, Shaker Hts., South Euclid, University Hts., Warrensville Hts.

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seeking assistance who do not have a mortgage, are on fixed incomes and are unable to keep up with their property tax payments. Existing mortgage foreclosure programs such as NFMC cannot help people facing tax foreclosure. It is expected that tax related delinquency and foreclosure will continue to increase in significance.

- **Underwater mortgages** - Agencies continue to report that “almost everyone” they see has negative equity in their homes. Years of continually declining home values contributed the most to this problem. Housing values experienced only slight recovery through 2015 county-wide with some locations seeing continued decreases. Until there is appreciable increase in housing values, the impact of underwater mortgages will spread to more and more homeowners.
- **Limited options** - Agencies report that many of the programs designed to help homeowners through the Great Recession have either expired or are winding down, leaving little options available for assistance.

The foreclosure crisis began in Northeast Ohio in 2005. Nearly 10 years later, it remains a problem in the community. Though economic conditions have improved since the official end of the recession, broader economic recovery remains slow with economists saying that this recovery is among the weakest on record.

Ohio ended 2015 with a 4.8% unemployment rate. This rate declined from 5.1% from December 2014⁶. For Ohio, the unemployment picture was only slightly better than for the nation. The U.S. unemployment rate for December 2015 fell to 5.0%, which was the lowest it had been since January 2008.

The recovery in the housing market has been gradual and uneven. For Cuyahoga County, many communities in 2015 saw modest increases in sale prices for homes yet for the majority of the county median home sale prices remain below levels from 2007. According to RealtyTrac, Ohio continues to have one of the highest foreclosure rates in the nation dropping from number 5 to number 6 for 2015.⁷

⁶ www.bls.gov

⁷ Foreclosure Trends, <http://realtytrac.com>.

PROGRAM AND CLIENT OUTCOMES

As Table 8 illustrates, from 2008⁸ to 2015, a total of 24,456 homeowners have been served by the participating counseling agencies. The annual number of homeowners served peaked in 2012 at 4,883. However, since 2012, the number has declined. The number of clients served in 2015, 1,151, is the lowest number since 2009 and is a 62% decline over 2014.

⁸ 2008 data covers only 10 months, as described earlier in the report.

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Table 8: Client Outcomes by All Agencies, 2008 – 2015

	2008-2015		2014		2015		Total	
SUCCESSFUL OUTCOME	Number	Percent	Number	Percent	Number	Percent	Number	Percent
MORTGAGE MODIFIED								
Brought Mortgage Current	1858	15%	977	40%	147	18%	2982	22%
Mortgage Refinanced	37	0%	2	0%	2	0%	41	0%
Mortgage Modified	2321	19%	252	10%	234	28%	2807	20%
Referred Homeowner to Servicer with Action Plan and No Further Counseling	284	2%	73	3%	2	0%	359	3%
Initiated Forbearance	694	6%	29	1%	45	5%	768	6%
Received 2nd Mortgage	13	0%	0	0%	0	0%	13	0%
Obtained Partial Claim Loan from FHA Lender	14	0%	3	0%	1	0%	18	0%
Sub-Total	5221	42%	1336	55%	431	52%	6988	51%
OTHER SUCCESSFUL OUTCOME								
Executed deed-in-lieu	44	0%	3	0%	2	0%	49	0%
Sold Property but not a short sale	60	0%	3	0%	3	0%	66	0%
Pre-Foreclosure Sale or Short Sale	345	3%	45	2%	8	1%	398	3%
Sub-Total	449	4%	51	2%	13	2%	520	4%
TOTAL, SUCCESSFUL OUTCOME	5670	46%	1387	57%	444	53%	7780	57%
FORECLOSURE								
Mortgage Foreclosed	303	2%	42	2%	15	2%	359	3%
ONGOING								
Counseled & Referred to Social Service or Emergency	549	4%	109	5%	68	8%	726	5%
Foreclosure put on hold or in moratorium; final outcome unknown	70	1%	0	0%	6	1%	76	1%
Counseled & Referred to Legal Service	545	4%	75	3%	38	5%	658	5%
Total	1164	9%	184	8%	112	13%	1460	11%
OTHER								
Other	563	5%	60	2%	76	9%	759	6%
Bankruptcy	154	1%	30	1%	12	1%	234	2%
Counseled on Debt Management or sent to Debt Management Agency	72	1%	8	0%	5	1%	88	1%
Withdrew/Suspended	4099	33%	710	29%	171	20%	5177	38%
Total	4888	40%	808	33%	264	32%	6258	45%
TOTAL	12323	61%	2421	88%	835	73%	13760	56%
Currently Receiving Counseling	N/A*	-	633	23%	316	27%	N/A*	-
Total Clients Seen	20251	100%	3054	100%	1151	100%	24456	-

* Data reflect a point in time snapshot of outcomes, as clients move through the counseling process they may be in counseling for many months that span across years captured in reporting.

March 1 - December 31, 2008.

This trend loosely tracks the County's foreclosure filing trends. Not surprisingly, the number of clients served by the counseling agencies has also been impacted by the declining number of programs available to assist homeowners as well as by declining county foreclosure filings. With

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the exception of NFMC, federal and state foreclosure prevention assistance programs have come and gone since 2007. Further, the 2015 number of foreclosure filings county-wide was at its lowest point since 2006.

In 2015, 53% of homeowners had a successful outcome. Overall, from 2008 through 2015, agencies were able to successfully help 7,780 (58%) of all the homeowners who had some outcome, including withdrew or suspended.

Client outcomes are impacted by the causes of foreclosure as well as by the type of assistance available. The number of homeowners counted as “withdrew/suspended” reflects those who either cannot be served, go to another agency or withdraw for other reasons. It is emblematic of the stubbornly difficult financial situation of homeowners facing foreclosure, as discussed in other sections of the report, as well as the continuing drop in home values experienced in many communities across the county. This number increased from 197 (12%) in 2008 to a high of 1331 (44%) in 2011. However, the trend reversed in 2012 and the number of withdrew/suspended declined. This decline continued in 2015 to 171, representing 20% of the clients seen.

The trend has also reversed on the high “currently receiving counseling” numbers and percentages. This outcome reflects people who are still “in process”. From 2010 to 2014, part of the increase in this number was explained by the high numbers of people applying for the state’s Restoring Stability (RS) program. While agencies pursue all loan modification options, including RS when appropriate, homeowners waiting to learn the determination of their eligibility were counted as “still receiving counseling.” The number of homeowners who were currently receiving counseling in 2015 increased slightly to 27%, from 23% in 2014. The RS program wound down in the second half of 2014. The slight increase in homeowners who are currently receiving counseling might be due in part to decline in programs to help homeowners. The only program available in 2015 was NFMC.

The goal of the County’s program is to keep people in their homes or find them an affordable and suitable option. Therefore a range of outcomes is considered “successful” as detailed in Table 6. National research finds that for homeowners who want to remain in their homes and avoid foreclosure, mortgage modification provides the best opportunity for maintaining the loan long-term. Analysis by The Urban Institute of the national NFMC program highlighted the importance of loan modifications for troubled borrowers. They report that “NFMC-counseled homeowners that received loan modifications were less likely to either have their loan go into foreclosure or to have a foreclosure completed after the start of counseling.”⁹

In 2015, of the 444 homeowners with successful outcomes, 28% had their mortgage modified, while 18% brought their mortgage current. 2015 reversed the trend first observed in 2013, which saw a 20% increase in the rate of homeowners who brought their mortgage current. This shift in outcomes was attributed to the RS program. The most prevalent form of assistance

⁹The Urban Institute, National Foreclosure Mitigation Counseling Program Evaluation, Final Report Rounds 1 and 2, December 2011.

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offered under that program is mortgage payment assistance. RS was able to provide eligible homeowners with monthly payments over an 18 month period of up to \$35,000 to bring their mortgages current. The result was an increase in mortgage payment assistance and a reduction in modifications. Restoring Stability ended in mid-2014. With no formal payment assistance programs available in 2015, mortgage modifications negotiated with lenders increased.

The number and percentage of counseling clients who lost their home to foreclosure is consistently small, a total of 359 homeowners or 3 percent of the total.

Chart 5: Percent of Homeowners with Successful Outcomes, 2008-2015

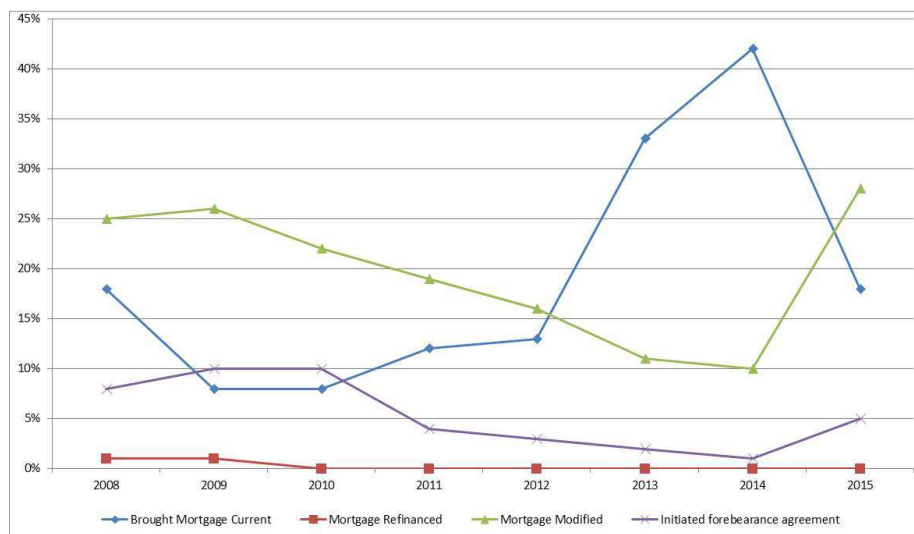


Chart 5 illustrates the trend of the most desirable outcomes. With the introduction of Restoring Stability in late 2010, an increase in the number of homeowners who brought their mortgages current was observed, spiking in 2013 and 2014. The program ended in mid-2014. Consequently a marked increase in modifications was seen in 2015 with a corresponding decline in those who were able to bring their mortgage current.

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Table 9: Client Outcomes by Agency, 2015

	CHN		CHS		ESOP		HRRC		NHS		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
SUCCESSFUL OUTCOME												
Brought Mortgage Current	69	24%	43	34%	0	0%	28	37%	7	6%	147	18%
Mortgage Refinanced	0	0%	1	1%	1	0%	0	0%	0	0%	2	0%
Mortgage Modified	73	25%	43	34%	72	34%	6	8%	40	32%	234	28%
Referred homeowner to servicer with action plan no further counseling	0	0%	0	0%	0	0%	2	3%	0	0%	2	0%
Initiated Forbearance	25	9%	11	9%	7	3%	1	1%	1	1%	45	5%
Received 2nd Mortgage	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Obtained partial claim loan from FHA Lender	0	0%	0	0%	0	0%	1	1%	0	0%	1	0%
Subtotal	167	57%	98	77%	80	38%	38	50%	48	38%	431	52%
OTHER SUCCESSFUL OUTCOME												
Executed deed in-lieu	1	0%	1	1%	0	0%	0	0%	0	0%	2	0%
Sold Property but not at Short Sale	2	1%	1	1%	0	0%	0	0%	0	0%	3	0%
Pre-Foreclosure Sale or Short Sale	7	2%	1	1%	0	0%	0	0%	0	0%	8	1%
Subtotal	10	3%	3	2%	0	0%	0	0%	0	0%	13	2%
TOTAL SUCCESSFUL OUTCOME	177	61%	101	79%	80	38%	38	50%	48	38%	444	53%
FORELCOSURE												
Mortgage Foreclosure	4	1%	5	4%	3	1%	1	1%	2	2%	15	2%
ONGOING												
Counseled and referred to social service or emergency	42	14%	0	0%	0	0%	1	1%	25	20%	68	8%
Foreclosure put on hold or in moratorium; final outcome unknown	0	0%	0	0%	0	0%	6	8%	0	0%	6	1%
counseled and referred to legal service	37	13%	0	0%	0	0%	0	0%	1	1%	38	5%
Total	79	27%	0	0%	0	0%	7	9%	26	21%	112	13%
OTHER												
Other	0	0%	6	5%	67	31%	3	4%	0	0%	76	9%
Bankruptcy	12	4%	0	0%	0	0%	0	0%	0	0%	12	1%
Counseled on Debt Management or sent to Debt Management	3	1%	0	0%	2	1%	0	0%	0	0%	5	1%
Agency Withdrew/Suspended	17	6%	16	13%	61	29%	27	36%	50	40%	171	20%
Total	32	11%	22	17%	130	61%	30	39%	50	40%	264	32%
TOTAL	292	75%	128	43%	213	86%	76	88%	126	99%	835	73%
Currently Receiving Counseling	98	25%	173	57%	34	14%	10	12%	1	1%	316	27%
Total Clients Seen	390	100%	301	100%	247	100%	86	100%	127	100%	1151	100%

**Note that Other category can include outcomes that bring a homeowner's mortgage current*

Table 9 shows client outcomes by housing counseling agencies for 2015. There is wide variation in the number of clients seen by each agency. The number of clients ranges from 86 for HRRC to 390 for CHN. HRRC is a smaller agency than the others and while it can assist people from across the County it primarily serves the Cleveland Heights area.

Looking at outcomes, there is also variation across agencies. As noted above, a mortgage modification is considered to be the most sustainable successful outcome. The percentage of clients with that outcome varies across all the agencies, ranging from 8-34%. There is wider

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variation in the percentage of clients who brought their mortgage current, ranging from 0% for ESOP clients to 34% for CHS clients. With the ending of the Restoring Stability program there was a decrease for most agencies for this outcome. There is a great deal of variation in for the “still receiving counseling” outcome, ranging from a 57% for CHS clients to a 1% for NHS clients.

Though most other agencies reported few, if any short sales, CHN indicated that 7 (2%) homeowners successfully averted foreclosure through a short sale or pre-foreclosure sale in 2015. This was down from 41 homeowners the year before. CHN also reported the highest number of short sales in 2012 and 2013 as well.

Looking across all of the possible outcomes that are considered “successful”, the percentages range from 79% for CHS clients to 38% for both ESOP and NHS. Across all agencies, 53% of homeowners attained a successful outcome in 2015.

Another outcome with wide variation is for clients that have withdrawn from counseling or whose cases were suspended. Across all agencies in 2015, 20% of homeowners had withdrawn from counseling or had their cases suspended. This is down from 27% in 2014. Examined by agency, the percentages ranged from a high of 40% at NHS to a low of 6% at CHN. (Note: CHN had also reported the lowest rate of clients who withdrew or were suspended from counseling over the past three year, 2012 (9%), 2013 (3%) and 2014 (2%).

Clients may be reported as withdrew/suspended for a number of reasons, and it continues to be unclear why this wide variation has been observed for 4 consecutive years.

REDEFAULT AFTER OUTCOME

In an effort to gain greater insight into the sustainability of cures achieved through foreclosure prevention counseling in Cuyahoga County, we examined all reported Cuyahoga County Foreclosure Prevention Program client outcomes from 2008 through 2014 to see if homeowners experienced one or more foreclosure filings post-counseling¹⁰.

Methodology

The first step was to match reported client addresses to parcel numbers. We found matches for 8,981 homeowners who received foreclosure counseling through the Cuyahoga County Prevention Program going back to 2008. The next step was to break out the clients by outcome. We found that 2,008 had brought their mortgage current, 1,835 received a modification to their mortgage and an additional 5,138 received some other outcome¹¹.

Table 10: Outcomes by Type

Outcome	Total Number of Outcomes	
	Number	Percent of Total
Brought Mortgage Current	2008	22%
Mortgage Modified	1835	20%
Other	5138	57%
	8981	100%

¹⁰ We removed homeowners with reported outcomes that were most likely to indicate the homeowner was or would no longer be in that home. These included: Foreclosure; Deed in Lieu; Sold home at short sale; Sold home but not at short sale and Bankruptcy.

¹¹ Other outcomes include: forbearance agreement, withdrew or were suspended from counseling, referred to another social service agency, referred for legal assistance, mortgage refinanced, received a second mortgage or foreclosure put on hold.

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Table 11: Outcomes by Year 2008 - 2014

Year	Outcome Type	Number	Percent of Total
2008	Brought mortgage current	145	2%
2008	Mortgage modified	201	2%
2008	Other	264	3%
2008 Total		610	7%
2009	Brought mortgage current	104	1%
2009	Mortgage modified	328	4%
2009	Other	655	7%
2009 Total		1087	12%
2010	Brought mortgage current	126	1%
2010	Mortgage modified	364	4%
2010	Other	997	11%
2010 Total		1487	17%
2011	Brought mortgage current	251	3%
2011	Mortgage modified	402	4%
2011	Other	1241	14%
2011 Total		1894	21%
2012	Brought mortgage current	213	2%
2012	Mortgage modified	237	3%
2012	Other	732	8%
2012 Total		1182	13%
2013	Brought mortgage current	484	5%
2013	Mortgage modified	156	2%
2013	Other	680	8%
2013 Total		1320	15%
2014	Brought mortgage current	685	8%
2014	Mortgage modified	147	2%
2014	Other	569	6%
2014 Total		1401	16%
Total		8981	100%

Table 11 displays the breakdown of outcomes by year. Modifications declined through the 2008 to 2014 period while brought mortgage current increased over the same time. This trend was noted in previous year's reporting. The greatest number of modifications occurred in 2011, two years after the Making Home Affordable Program (HAMP) was launched. Resolutions that allowed homeowners to become current on their mortgages peaked in 2014 – the final push by the Ohio Housing Finance Agency (OHFA) to get homeowners in Ohio into the Save the Dream program before the program ended in July of 2014.

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Table 12: Outcomes by Type with a Subsequent Foreclosure, 2008-2014

Outcome	Total Number of Outcomes		All Outcomes with a Subsequent Foreclosure	
	Number	Percent of Total	Number	Percent of Total Outcomes
Brought Mortgage Current	2008	22%	470	23%
Mortgage Modified	1835	20%	664	36%
Other	5138	57%	1730	34%
Total	8981	100%	2864	32%

We then compared the 8,981 parcel numbers to foreclosure filings with the Cuyahoga County Court of Common Pleas docket. This yielded a list of properties with a foreclosure in process—the number of mortgages for which servicers have begun a formal foreclosure proceeding. It is important to note that many foreclosures in process never result in the loss of borrowers' homes. Other loss mitigation actions may be pursued during the foreclosure process (as an example in Cuyahoga County mediation program) that would remove the homeowner from foreclosure. Homeowners may also act to return their mortgages to current and performing status¹².

National studies have examined the effect of housing counseling and mortgage modifications in reducing mortgage delinquency and foreclosure. The U.S. Treasury reported that by February 2014, 26.1% of all HAMP modifications had experienced a redefault by 24 months.¹³ This research found that a mortgage modification is the most sustainable outcome over the long term; that is a homeowner with a mortgage modification is least likely to experience a subsequent foreclosure filing.

Within this context, we looked at the number of Cuyahoga County Foreclosure Prevention Program counseling clients who subsequently experienced a foreclosure filing by type of outcome. As Table 12 shows, among the County's foreclosure prevention program clients, modifications make up 20% of all of the outcomes examined and 36% of those with modifications experienced a subsequent foreclosure filing. A slightly higher percentage, 22% of clients, brought their mortgage current but a much smaller percentage, 23%, experienced a subsequent foreclosure. The Save the Dream program was one vehicle that helped homeowners bring their mortgage current. It provided monthly mortgage payment support for qualified homeowners for up to 18 months (16%). The majority of clients (57% or 5,138) received an outcome other than a modification or bringing their mortgage current and only 34% (1,730) of those experienced a subsequent foreclosure filing. There is also no way for us to tell if the modifications represented in this report were HAMP or other government program related modifications or if they were servicer/lender proprietary modifications. Overall, 32% of homeowners with an outcome through the program found themselves in foreclosure.

¹² We do not report completed foreclosures where ownership of properties is transferred to servicers or investors.

¹³ <https://www.treasury.gov/initiatives/financial-stability/TARP-Programs/housing/mha/Documents/HAMP%20vs%20non-HAMP%20Performance%20Study%2002-27-2015%20-%20FINAL.pdf>

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Table 13: Outcomes with a Subsequent Foreclosure by Outcome Type, 2008-2014

Outcome	Outcomes with a Subsequent Foreclosure	
	Number	Percent
Brought Mortgage Current	470	16%
Mortgage Modified	664	23%
Other	1730	60%
	2864	100%

Table 14: All Outcomes with a Subsequent Foreclosure by Year of Outcome, 2008-2014

Year	All Outcomes with a Subsequent Foreclosure		Total Number of Outcomes	
	Number	Percent of all outcomes	Number	Percent of Total
2008	331	54%	610	7%
2009	512	47%	1087	12%
2010	593	40%	1487	17%
2011	681	36%	1894	21%
2012	343	29%	1182	13%
2013	259	20%	1320	15%
2014	145	10%	1401	16%
Total	2864	32%	8981	100%

To further compare CCFPP clients with national findings, we next examined outcomes by year with a subsequent foreclosure. Table 14 shows that the number of clients with a subsequent foreclosure filing was highest for homeowners who received an outcome in 2011. However, 2008 was the year with the highest rate of homeowners with outcomes who went through the program that would go on to face a foreclosure. While only representing 7% of the clients with outcomes in the program, a full 54% of the 610 outcomes from 2008 experienced a subsequent foreclosure. The rate of subsequent foreclosure has declined over time. Data from Treasury indicate that the performance of HAMP modifications has gradually improved over time, with “more recent vintages of modifications generally performing better than older vintages at any given seasoning point”¹⁴. This trend might offer some explanation for the observed decrease in foreclosures for homeowners who achieved outcomes in more recent years. Consequently, the peak of foreclosure filings post-outcome may have occurred in 2011.

Time elapsed from resolution is also a factor in later redefault rates. The same Office of Comptroller of the Currency study that found 53% of mortgages modified in the first quarter of 2008 redefaulted within six months¹⁵.

¹⁴[https://www.treasury.gov/initiatives/financial-stability/TARP-](https://www.treasury.gov/initiatives/financial-stability/TARP-Programs/housing/mha/Documents/HAMP%20vs%20non%20HAMP%20Performance%20Study%20May%2018%202015.pdf)

[Programs/housing/mha/Documents/HAMP%20vs%20non%20HAMP%20Performance%20Study%20May%2018%202015.pdf](https://www.treasury.gov/initiatives/financial-stability/TARP-Programs/housing/mha/Documents/HAMP%20vs%20non%20HAMP%20Performance%20Study%20May%2018%202015.pdf)

¹⁵ Office of Comptroller of the Currency and Office of Thrift Supervision, Mortgage Metrics Report, Fourth Quarter 2008, <http://www.occ.treas.gov/publications/publications-by-type/other-publications-reports/mortgage-metrics/mortgage-metrics-q4-2008-pdf.pdf>

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Table 15: Outcomes with a Subsequent Foreclosure by Timing of Filing Outcomes with a Subsequent Foreclosure by Timing of Filing

Outcome	<1 year		1 - 2 Years		2 - 3 Years		> 3 Years		Total Number of Outcomes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Brought Mortgage Current	156	8%	148	7%	87	4%	79	4%	2008	22%
Mortgage Modified	189	10%	197	11%	112	6%	166	9%	1835	20%
Other	737	14%	430	8%	262	5%	301	6%	5138	57%
	1082	12%	775	9%	461	5%	546	6%	8981	100%

Overall, the highest rate of subsequent foreclosure appeared in the first year after outcomes. 12% (1,082) of the homeowners in the program who received foreclosure counseling experienced a foreclosure less than 1 year after leaving the program. After 3 years post outcome, the rate declined to 6%.

Overall, homeowners who received assistance through the Cuyahoga County Foreclosure Prevention Program fared about the same as those examined in national studies, with 32% experiencing one or more subsequent foreclosures after receiving an outcome, compared with 28% of homeowners overall who have been disqualified from the HAMP program because the borrower missed three consecutive monthly payments on the modified loan¹⁶. Treasury further broke down redefaults by region and found that as of 2014, 35% of homeowners in the Midwest had redefaulted¹⁷.

These redefault rates pale in comparison to what has been reported for all loans. Treasury reported overall the probable default rates for unmodified loans to be 85%¹⁸. Such high overall redefault rates make efforts to modify a loan or assist homeowners to bring their mortgage current economically important. Reducing probable redefaults rates from 85% to 32% further demonstrates the value of including counseling in any foreclosure prevention program.

¹⁶ [https://www.treasury.gov/initiatives/financial-stability/TARP-](https://www.treasury.gov/initiatives/financial-stability/TARP-Programs/housing/mha/Documents/HAMP%20vs%20non%20HAMP%20Performance%20Study%20May%2018%202015.pdf)

[Programs/housing/mha/Documents/HAMP%20vs%20non%20HAMP%20Performance%20Study%20May%2018%202015.pdf](https://www.treasury.gov/initiatives/financial-stability/TARP-Programs/housing/mha/Documents/HAMP%20vs%20non%20HAMP%20Performance%20Study%20May%2018%202015.pdf)

¹⁷ https://www.sig tarp.gov/repository/HAMP_redefaults_state_by_state_vk23mbf.pdf

¹⁸ Treasury report for mortgages there were reported in 2010 and 2011

MEDIATION PROGRAM



As part of Ohio's *Save the Dream* program in 2008, the Supreme Court exhorted every County in Ohio to adopt a process for foreclosure mediation. The Cuyahoga County Court of Common Pleas formed a mediation sub-committee to develop a program that became operational in May 2008. It is an important component of the foreclosure prevention services available to Cuyahoga County residents and operates as described below.

1. Once a complaint for foreclosure has been filed, the Court sends out the summons package which contains a “Request for Mediation” form. [Note: This differs somewhat from the Supreme Court’s “Model Program,” which limited mediation to foreclosures against owner-occupied, residential properties.] Any party can request mediation by sending the request form directly to the Foreclosure Mediation department. Counseling agencies also refer clients with active foreclosures to mediation. [Note: Magistrates may also order mediation at any point in the foreclosure process prior to confirmation of a sheriff sale if they deem mediation to be appropriate.]
2. When the defendant receives the summons, they also receive a “Notice” advising them to stay in their home. The notice also provides information on the Legal Aid Society of Cleveland and the United Way’s First Call for Help Line, 211. 211 is able to provide property owners who call in with a listing of free, HUD-approved housing counseling agencies in Cuyahoga County.

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3. If the court determines the case is appropriate for mediation, the court places an order on the docket imposing a stay on the case and requiring the case to be mediated. A case may be “unsuitable” for mediation if the homeowner has insufficient income.
4. If mediation is ordered, participation by both parties is mandatory. If the Plaintiff (lender or servicer) and/or the Plaintiff’s attorney fail to appear, its claims may be dismissed without prejudice. If the Defendant (homeowner) fails to appear, the case may go back on the Court’s foreclosure docket. The Court can require that a representative from Plaintiff with access to settlement authority appear in person for mediation hearings.

Homeowners can participate in the mediation process with or without legal counsel. Those that have legal counsel obtain their counsel by hiring private attorneys, applying and qualifying for legal aid assistance or through pro bono service provided by local attorneys.

A large number of homeowners in mediation have worked with or are working with a counseling agency. Counseling agencies continue to report that the mediation is a valuable tool to assist clients in addressing foreclosures.

The mediation program currently operates with 3 full-time and 1 part-time mediators.

Mediation Outcomes

Since it began in 2008, the Cuyahoga County Court of Common Pleas Mediation Program has reviewed almost 21,445 cases referred for mediation. The numbers have been declining. In 2014, 1,970 cases were referred for Mediation. By 2015, 1,468 were referred into the mediation program. This represents a decrease of 502 (25%) cases in 2015 and an overall decline of 68% since 2009. Not all of these cases go forward with mediation, as illustrated in Table 16.

Once a case is referred into mediation, a pre-mediation conference is scheduled. Prior to the pre-mediation conference occurring, some cases are removed from mediation due to the parties settling the case, a homeowner filing bankruptcy and/or some new piece of information comes to light to indicate mediation is not appropriate. After the pre-mediation conference, a case can also be removed from mediation for these reasons and because a party does not meet one of the court ordered requirements to provide documentation or participate in a mediation hearing. If Plaintiff fails to comply with a court ordered requirement, the complaint can be dismissed. If the homeowner fails to comply, the mediation process can be terminated and the case returned to the foreclosure magistrate so the foreclosure can move forward.

In 2015, a total of 29% of the cases were removed from the mediation process. In only 4 of those cases did Plaintiff (lender) fail to appear and the case was dismissed. This reason for dismissal has been consistently low over the course of the mediation program. In 18% of those cases the defendant (homeowner) failed to appear and his case was sent back to the court's active docket. This number has fluctuated from 19% when the program began in 2008 to a high of 55% in 2013

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Pre-Mediation conferences are conducted two days a week. The number of pre-mediations conducted by the program on these days varies. In pre-mediation, each party is informed about the mediation process and the homeowner is provided the appropriate lender specific paperwork to complete and return to the servicer and the Court. In 2015, 1,402 cases are reported to have received a pre-mediation conference in the reporting year. Of those cases, 978 have had a mediation session. This represents 66% of the total number of cases referred to the program in 2015.

In 2015, 978 mediation sessions were held and 816 cases (83%) were settled. A case is deemed settled when both parties reach an agreement on some set of terms, although these terms are not reported. Settlement does not necessarily mean that the homeowner stays in his or her home. Settlement can and does include the homeowner walking away from the property. Cases that are not settled are returned back to the Court's docket. When accounting for all cases where a mediation hearing was held, a settlement occurred 83% of the time. The settlement ratio has been steadily increasing since 2012. In 2014 the settlement rate of 82% represented an increase of 8% over the 2013 rate. The settlement ratio increased a modest 1% from 2014 to 2015.

Table 16: Cuyahoga County Foreclosure Mediation Program, January 2013- December 2015

	Jan - Dec 2013			Jan - Dec 2014			Jan - Dec 2015			Program Total	
	Total	Percent		Total	Percent		Total	Percent		Total	Percent
Cases Referred	2847	100%		1970	100%		1468	100%		6285	100%
Unsuitable	542	19%		244	12%		131	9%		917	15%
Bankruptcy	62	4%		53	3%		34	2%		149	2%
Failure from Plaintiff	33	2%		25	1%		4	0%		62	1%
Failure from Defendant	786	55%		490	28%		254	18%		1530	24%
Pre-Mediation Conferences Held	2431*	--		1757*	-		1402	-		5590	-

Source: Cuyahoga County Court of Common Pleas Foreclosure Mediation Program

* Numbers represent total number of pre-mediation conferences held, including those that were referred for mediation in the previous year, but did not have a hearing scheduled until the reporting year.

Table 17: Cuyahoga County Foreclosure Mediation Program Settlements, January 2013 – December 2015

	Jan - Dec 2013			Jan - Dec 2014			Jan - Dec 2015			Program Total	
	Total	Percent		Total	Percent		Total	Percent		Total	Percent
Mediations Held	1633	100%		1263	100%		978	100%		3874	100%
Settled	1202	74%		1040	82%		816	83%		3058	79%
Settlement Ratio	74%	N/A		82%	N/A		83%	N/A		79%	N/A

Source: Cuyahoga County Court of Common Pleas Foreclosure Mediation Program

* Numbers represent total number of pre-mediation conferences held, including those that were referred for mediation in the previous year, but did not have a hearing scheduled until the reporting year.

PROGRAM ACCOMPLISHMENTS

The Cuyahoga County Foreclosure Prevention Program has created a collective impact approach to foreclosure prevention. The participating agencies (Community Housing Solutions, Neighborhood Housing Services of Greater Cleveland, Cleveland Housing Network, ESOP, Home Repair Resource Center, United Way's First Call for Help, together with the relevant County government departments including the Departments of Development, Consumer Affairs, and Treasurer's Office and the Court of Common Pleas Foreclosure Mediation Program) have been meeting together on a monthly basis throughout the program. In addition to the direct outcomes described above, this process of meetings, together with the County's funding and the annual assessment and evaluation has yielded significant programmatic innovations that have benefitted homeowners across the County.

Achievements/Accomplishments

1. **Created a common data collection and reporting system** to:
 - a. Track progress and outcomes for homeowners seeking foreclosure prevention counseling through the program
 - b. Provide greater understanding of participant agency capabilities and strengths
 - c. Identify trends or approaching problems
 - d. Build trust and provide accountability among participants

From the outset, the program included a requirement that participating agencies collect and report data on homeowners assisted. This information had a dual purpose. It was used by the county to reimburse agencies and by the evaluators to track progress and quantify outcomes.

It also provided valuable information to County agencies and departments on homeowners facing foreclosure but who were not yet in foreclosure. In addition to the Treasurer's office and the Department of Development that collected the data, the sheriff's office, the courts, the recorder's office all used the data to better understand the situation and the true nature of the problem facing homeowners who were having trouble making mortgage payments, but were, in many cases, not yet in foreclosure.

It was two years into the program before a common reporting and data collection system could be constructed and agreed upon. The effort was aided by the creation of the National Foreclosure Mitigation Counseling program which required standardized reporting across participating agencies.

The establishment of shared measurement practices had a number of benefits:

- a. Partners understand the value of shared data

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- b. Partners make decisions based on shared data
- c. Partners utilize data in a more meaningful way

What has emerged is a system of agencies working together to identify emerging trends in the community and to address those trends through program related services. Each agency has its own unique approach to providing services. The creation of the system enables them to understand the relative strengths of other agencies and to make referrals accordingly. It also enables them to identify emerging problems and to create ways to address those problems through the system. Two such examples include 1. the increase in homeowners appearing at agencies with problems related to tax delinquency and 2. the increase in homeowners who have received assistance in bringing their mortgages current, but do not have a modification.

Based on a recommendation from the agencies and other advocates, in 2015, the County added tax foreclosure prevention counseling to the program.

2. **Created a collaborative space across the agencies to build relationships and trust** – The County Department of Development has convened monthly meetings throughout the program. This has allowed for regular, sustained interaction among agency leadership, counseling staff and County program staff. Agencies that provide related services such as Legal Aid Society, United Way's 211 First Call for Help, the County Treasurer's office, the County Office of Consumer Affairs, and others attend these monthly meetings.
3. **Encouraged and facilitated shared learning across all of the participating agencies.** This has allowed agencies to share and exchange information and best practices on a regular on-going basis and to learn about changes to federal programs at the same time. In addition to exchanging information on such things as the best points of contact with particular lenders or changes in the regulatory guidelines for federal and statewide programs, the meetings provide a forum for learning about the advocacy activities and generating new and collaborative funding opportunities. For example, in late 2015 it was announced that the Cuyahoga County Treasurer's Office had approved an allocation of an additional \$100,000 to the Foreclosure Prevention Program's participating agencies for counseling to address tax delinquency and prevent tax foreclosure in the county. The funding was made possible in part by the County's new Deputy Director of Housing and demonstration of the scale of the problem by the counseling agencies and many others.
4. **Created opportunities to expand the influence of participating housing counseling agencies.** One example is the inclusion of the foreclosure prevention counselors on the Vacant Properties Coordinating Council (VAPAC). This has led to the integration of



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foreclosure prevention and housing sustainability to the work on vacant and abandoned properties across the county and has helped to increase awareness of emerging housing related trends in the county.

5. **Furthered the alignment of an agenda around housing for the County.** The program gave the foreclosure prevention counseling agencies a voice in broader housing discussions such as how to allocate hardest hit funds and demolition dollars.

FINDINGS AND POLICY RECOMMENDATIONS**Findings:**

1. The total number of foreclosure filings is at their lowest point since 2005. However, even though they are declining, the number of filings on the east side of Cleveland actually increased by 7%.
2. Countywide, 18.7% of all residential properties had at least one foreclosure filing between 2006 and 2015.
3. The number of foreclosure counseling clients (1,151) is also down across the board. Further the number of programs available to help homeowners has diminished. The only remaining national programs are HAMP and NFMCC.
4. The percentage of elderly clients continues to grow, reaching a high of 23% in 2015.
5. Agencies are seeing increasing numbers of homeowners with housing issues that go beyond foreclosure to include home maintenance and repair issues. It is often the lowest income homeowners who are underwater and can no longer borrow against their home equity. New grant programs and greater access to capital are needed to provide homeowners with assistance with home repairs.
6. Tax delinquency and tax foreclosure issues were a continuing and increasing challenge, and are expected to remain so. Countywide, 8% of all foreclosure filings between 2006 and 2015 were tax foreclosure (judicial). Agencies provided tax foreclosure counseling, when needed, and reported an increase in the number of homeowners facing tax payment issues.
7. Homeowners that participated in the CCFPP and had a successful outcome experienced a subsequent foreclosure filing at a rate of 32%, comparable to a U.S. Treasury study of HAMP redefaults that found a 35% redefault rate for the Midwest (although it is important to note that the national study defined redefault as missing three or more payments; not as a subsequent foreclosure filing).

Recommendations:

1. As agencies become more involved in helping homeowners facing tax delinquency and foreclosure, there is a need to work more closely with the County Treasurer's office to identify homeowners at risk of tax foreclosure earlier in the process, to help homeowners sign up for payment plans and to work with homeowners on budgets that enable them to meet payment plan requirements. There is also a need to develop an outcome tracking system for tax foreclosures that can be added to the evaluation. This is especially important as it is expected that tax related delinquency and foreclosure will continue to increase.
2. There is a need for the county and agencies to work together to develop outreach and education materials. As state and national assistance programs scale back, the County and agencies will need to develop their own outreach and marketing plan to let people know that counseling is still available.
3. The County's office of consumer affairs, which is part of the County's fiscal office, along

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with the treasurer, has become much more involved in foreclosure issues. This involvement in education, outreach and advocacy around mortgage and tax foreclosure, financial literacy and lending products should continue.

4. As the County moves forward with its first-ever housing plan, it will be important to include foreclosure prevention programs as part of any broader housing revitalization strategy that is developed. It will also be important to measure the contribution the counseling programs are making toward broader goals of housing stabilization and reinvestment.

APPENDIX A: 2014 Cuyahoga County Foreclosure Prevention Program Service Delivery Partners



Cleveland Housing Network (CHN) - The Cleveland Housing Network (CHN) is Northeast Ohio's largest community development organization and energy conservation provider. Our mission is to build strong families and vibrant neighborhoods through quality affordable housing and strengthened financial stability. CHN works to foster sustainable neighborhoods through eco-friendly housing and education to improve the health, wealth and employability of Cleveland residents. CHN is widely known for our Lease Purchase Program which is now being replicated across the nation. This program allows low-income families the ability to lease a home at an affordable rate, with the option to gain significant equity upon purchase after 15 years of responsible residency. Since we began in 1981, CHN's evolution has resulted in the addition of programs and services designed to meet the needs of the low- and moderate income-families of our city, focusing on four core services:

- **Housing Development and Property Management:**

CHN develops and manages single- and multi-family homes in Cleveland that compliment neighborhood strategies. Affordability, sustainable homeownership opportunities, energy , indoor air quality and long term sustainability are core principles of our strategies. year, CHN develops between 100-300 single- and multi-family homes.

- **Energy Conservation and Weatherization:**

CHN is Northeast Ohio's largest energy conservation provider. Each year CHN completes over 7,000 home audits and inspections for low-income families, helping them to conserve energy and lower utility bills.

- **Safety Net and Support Services:**

CHN offers services to help families overcome emergencies and support them in their needs through utility assistance, foreclosure prevention and intervention, and EITC tax preparation assistance. Each year CHN completes more than 15,000 safety net and support services. In 2014 CHN began offering the Family Stability Initiative which provides eviction and foreclosure to families with children enrolled at 25 CMSD schools. This new program combines financial assistance, case management, and partnerships with local agencies to ensure student and family stability.

- **Training and Education**

CHN operates one of the region's highest-capacity Community Training Centers (CTC), helping residents to manage and grow personal finances, enhance employment skills and preparing families to purchase, manage and build equity in their homes. Each year CHN provides training education to more than 2,000 individuals.



Community Housing Solutions (CHS) – Formerly known as Lutheran Housing Corporation, the mission of CHS is to assist low and moderate income families obtain and maintain safe, decent, and affordable housing. CHS provides both pre-purchase and foreclosure prevention counseling. CHS has 6 housing counselors and one housing counseling secretary. In addition to housing counseling, CHS provides tool loan and home maintenance training, minor home repair, energy conservation and new housing construction services.



Empowering and Strengthening Ohio's People (ESOP) -

Empowering and Strengthening Ohio's People (ESOP) is a HUD-approved provider of housing and financial counseling services. Our counselors are trained to provide the following:

Foreclosure Prevention If you're struggling with unemployment, underemployment, low wages or excessive debt ESOP counselors can help you look at all the options available to save your home from foreclosure. **Homebuyer Education & Pre-Purchase Counseling** -If you're thinking about buying a home but not sure where to start, ESOP's homebuyer education class is the place to be. Our counselors can help figure out if you can afford to buy, teach you the important basics of the home buying process, and provide you with the knowledge you'll need to secure an affordable mortgage and buy the right house for your budget and housing needs.

Financial Literacy/Coaching -Are you tired of living paycheck to paycheck. Are you sick of renting, being in debt or taking out payday loans to get by? Do you want to be financially healthy? Find the path to financial freedom. Whether you've had a foreclosure, want to buy a house, need get out of debt, or having a financial crisis, ESOP financial counselors can help you set financial goals and make a plan to achieve them.

Senior Financial Empowerment- If you're 55 or older ESOP has specific services geared to help you make good financial decisions, avoid financial fraud and exploitation, remain in your home, and maintain financial stability as you age.

Senior Financial Education Workshops -The program raises awareness among older adults and their caregivers on how to prevent elder financial exploitation and encourages advance planning and informed financial decision-making.

Senior Property Tax Loan -Every year thousands of Cuyahoga County's older homeowners fall behind on their property taxes. Without options, senior homeowners often resort to payday lenders, fall victim to a scam in an attempt to save their homes or have their taxes sold to third party companies that pile up fees and harass older homeowners. The ESOP Senior Property Tax Loan Program provides loans to homeowners age 55 and older to help them pay delinquent property taxes and avoid foreclosure.

Benefits Checkup -ESOP is a member of The Ohio Benefit Bank and can help connect you to programs and resources that can stabilize your household.

Income Tax Preparation and Filing -ESOP is a year round Volunteer Income Tax Assistance site. Don't pay for help filing your taxes and don't get caught up in a tax advance scheme. Volunteers at ESOP will help you file your taxes for FREE so you keep ALL of your refund.



Home Repair Resource Center – Home Repair Resource Center’s

mission is accomplished through a creative mix of self-help programs that include financial assistance, education and skills training to enable homeowners – particularly homeowners of low or moderate income – to accomplish repairs on a contracted or do-self basis. Home Repair Resource Center offers financial assistance for home repairs, counseling & financial education, foreclosure interview, repair and education programs, and educational resources. HHRC is a HUD-approved counseling agency that serves all Ohio residents. It employs two full-time housing counselors. Neighborhood Housing Services of Cleveland - Neighborhood Housing Services of Greater Cleveland (NHS GC) is a not-for-profit, community development corporation incorporated in July 1975 as one of the charter organizations of NeighborWorks® America. The mission statement for NHS GC is to provide ongoing programs and services for achieving, preserving and sustaining the American dream of homeownership. NHS GC’s programs include HomeOwnership Promotion - educational classes and loans for people interested in becoming homeowners and HomeOwnership Preservation - loan products, post-purchase counseling, foreclosure assistance to those occupants who are interested in maintaining and preserving not only the physical structure of the home, but also the ability to keep ownership. Counseling services are required in order to access any NHS GC program. In the pre-purchase curriculum, NHS GC staff work with individuals to secure better credit and become “mortgage ready”. Post-purchase counseling includes home maintenance, interior design and budgeting classes. NHS GC currently has 6 full time housing counselors that serve residents of Cuyahoga, Lorain, Huron, Erie, and Medina Counties.



Neighborhood Housing Services of Cleveland - Neighborhood Housing Services of Greater Cleveland (NHS GC) is a not-for-profit, community development corporation incorporated in July 1975 as one of the charter organizations of NeighborWorks® America. The mission of NHS GC is to provide ongoing programs and services for achieving, preserving and sustaining the American dream of homeownership.

NHS GC’s programs include HomeOwnership Promotion - educational classes and loans for people interested in becoming homeowners and HomeOwnership Preservation - loan products, post-purchase counseling, foreclosure assistance to those occupants who are interested in maintaining and preserving not only the physical structure of the home, but also the ability to keep ownership. Counseling services are required in order to access any NHS GC program. In the pre-purchase curriculum, NHS GC staff work with individuals to secure better credit and become “mortgage ready”. Post-purchase counseling includes home maintenance, interior design and budgeting classes.

Appendix B: 2013 Federal Foreclosure Prevention Programs

In addition to the CCFPP, participating agencies have a number of federal and state programs to help homeowners facing foreclosure. These other programs do not fall within the scope of work for the evaluation but since they provide resources for homeowners that can be used by the CCFPP agencies, we include brief program descriptions below.

The Making Home Affordable Program was launched in 2009 by the U.S. Department of Treasury to catalyze the mortgage industry to provide affordable and sustainable assistance to homeowners to prevent foreclosure. It is part of a broader plan to stabilize the housing market. The program has two components, a loan modification program (Home Affordable Modification Program, or HAMP) and a refinance program (Home Affordable Refinance Program, or HARP). Since its launch, the Making Home Affordable Program has been expanded to offer assistance to homeowners with second liens or who are struggling because they are unemployed or “underwater” (owe more on their home than it is currently worth). Making Home Affordable also includes the Home Affordable Foreclosure Alternatives Program (HAFA) to streamline the process for homeowners seeking a short sale or deed-in-lieu of foreclosure and Provides temporary forbearance of mortgage principal to enable unemployed borrowers to look for a new job without fear of foreclosure. (U.S. Department of Treasury web site).

Program performance reported through December 2013 showed that more than 1.3 million homeowners have received a permanent mortgage modifications through the program. They report that these homeowners have reduced their first lien mortgage payments by a median of approximately \$546 each month, saving a total estimated \$24.8 billion to date in monthly mortgage payments (<http://www.treasury.gov/initiatives/financial-stability/reports/Documents/December%202013%20MHA%20Report%20Final.pdf>).

The National Foreclosure Mitigation Counseling (NFMC) Program was launched in December 2007 with funds appropriated by Congress to address the nationwide foreclosure crisis by dramatically increasing the availability of housing counseling for families at risk of foreclosure.

In NeighborWorks America’s ninth report to Congress on NFMC program activity, it finds that 1,576,047 homeowners received foreclosure counseling during the reporting period and provided mortgage-related legal assistance to 41,849 homeowners. They reported that minority and low-income homeowners and neighborhoods, which have been disproportionately impacted by the foreclosure crisis, are well-served by the NFMC Program with 30 percent of NFMC Program clients identified as racial minority homeowners and 66 percent were classified as low income. The percentage of homeowners stating their primary reason for facing foreclosure is unemployment or under-employment is now 64 percent, up from 41 percent when the program began in 2008. The report covers counseling activity reported by program Grantees and counselor training provided by NeighborWorks between March 1, 2008 and May 31, 2013.

Appendix C: List of Interviews

All interviews were conducted by Kathy Hexter, Director, Center for Community Planning & Development and Molly Schnoke, Project Manager, Center for Community Planning & Development of the Maxine Goodman Levin College of Urban Affairs at Cleveland State University.

Kate Carden, Cleveland Housing Network, February 22, 2016

Ben Faller, Home Repair Resource Center, February 23, 2016

Keesha Allen, Home Repair Resource Center, February 23, 2016

Andi Nikofoorovs, Community Housing Solutions, February 24, 2016

Michele Sims, Community Housing Solutions, February 24, 2016

Lou Tisler, Neighborhood Housing Services, March 8, 2016

Mahria Harris, Neighborhood Housing Services, March 8, 2016

Sally Martin, City of South Euclid, March 3, 2016

John Minter, Cuyahoga County Court of Common Pleas Mediation Program, March 10, 2016

Mike Sweeney, Cuyahoga County Treasurer's Office, March 15, 2016

Michael Billnitzer, ESOP, March 22, 2016

Antoinette Smith, ESOP, March 22, 2016

Appendix D: Foreclosure Prevention Program Demographics, 2006-2015

	PY1 (Mar 06-Feb07)		PY2(Mar07-Feb08)		2008		2009		2010		2011		2012		2013		2014		2015		Total	
RACE	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
White	187	18%	464	17%	239	24%	514	29%	1357	33%	1569	33%	1501	31%	1232	34%	912	30%	253	22%	8228	31%
African American	835	79%	2079	76%	646	65%	977	54%	2437	59%	2672	55%	2941	60%	2071	57%	1649	54%	759	66%	17066	64%
African American & White	2	0%	38	1%	13	1%	23	1%	13	0%	16	0%	18	0%	11	0%	15	0%	9	1%	158	1%
American Indian/Alaskan	2	0%	6	0%	2	0%	15	1%	6	0%	5	0%	5	0%	0	0%	1	0%	2	0%	44	0%
American Indian & White	0	0%	29	1%	2	0%	0	0%	3	0%	4	0%	2	0%	0	0%	2	0%	2	0%	44	0%
American Indian & Black	0	0%	0	0%	0	0%	0	0%	0	0%	5	0%	6	0%	6	0%	3	0%	1	0%	21	0%
Asian	2	4%	3	0%	0	0%	196	11%	31	1%	28	1%	21	0%	19	1%	19	1%	5	0%	324	1%
Asian & White	0	0%	45	2%	0	0%	0	0%	2	0%	5	0%	4	0%	2	0%	2	0%	0	0%	60	0%
Native Hawaiian/Other Pacific Is	0	0%	0	0%	74	7%	0	0%	0	0%	6	0%	2	0%	1	0%	1	0%	1	0%	85	0%
Other	4	0%	30	1%	24	2%	71	4%	139	3%	174	4%	193	4%	118	3%	96	3%	27	2%	876	3%
None Reported	26	2%	26	1%	1	0%	5	0%	136	3%	340	7%	190	4%	157	4%	354	12%	66	6%	1301	5%
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%
ETHNICITY	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Hispanic	45	4%	74	3%	44	4%	78	4%	513	12%	187	4%	253	5%	160	4%	113	4%	46	4%	1513	6%
Not Hispanic	845	80%	2399	88%	947	95%	1573	87%	1968	48%	4289	89%	4451	91%	3351	93%	2607	85%	1029	89%	23459	88%
None Reported	168	16%	247	9%	10	1%	150	8%	1643	40%	348	7%	179	4%	107	3%	334	11%	76	7%	3262	12%
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%
GENDER	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Female	693	66%	1723	63%	681	68%	1116	62%	2422	59%	2760	57%	2999	61%	2194	61%	1722	56%	704	61%	17014	64%
Male	330	31%	880	32%	320	32%	685	38%	1693	41%	1794	37%	1752	36%	1348	37%	1017	33%	381	33%	10200	38%
None Reported	35	3%	117	4%	0	0%	0	0%	9	0%	270	6%	132	3%	76	2%	315	10%	66	6%	1020	4%
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%
HOUSEHOLD COMPOSITION	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Single Adult	NA	0%	NA	0%	244	24%	349	19%	451	11%	539	11%	791	16%	481	13%	1267	41%	178	15%	4300	16%
Female-headed Single	457	43%	1127	41%	277	28%	296	16%	463	11%	306	6%	453	9%	192	5%	102	3%	70	6%	2159	8%
Male-headed Single	NA	0%	NA	0%	50	5%	53	3%	70	2%	47	1%	71	1%	26	1%	11	0%	15	1%	343	1%
Married with no dependents	NA	0%	NA	0%	71	7%	152	8%	202	5%	187	6%	229	5%	148	4%	95	3%	49	4%	1133	4%
Married with dependents	NA	0%	NA	0%	195	19%	288	16%	399	10%	302	4%	402	8%	208	6%	80	3%	61	5%	1935	7%
Two or more unrelated	NA	0%	NA	0%	31	3%	42	2%	56	1%	69	1%	64	1%	17	0%	9	0%	12	1%	300	1%
Other	NA	0%	NA	0%	39	4%	37	2%	50	1%	18	0%	25	1%	41	1%	66	2%	9	1%	285	1%
None Reported	601	57%	1593	59%	94	9%	584	32%	2433	59%	2054	43%	2848	58%	1317	36%	1411	46%	488	42%	11229	42%
Head of Household no sex specified	NA	0%	0	0%	0	0%	0	0%	0	0%	1302	27%	0	0%	1188	0%	13	0%	309	27%	2812	11%
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%
AGE	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
62 and over	76	7%	256	9%	108	11%	201	11%	495	12%	493	10%	613	13%	557	15%	467	15%	265	23%	3531	13%
Under 62	979	92%	2209	81%	865	86%	1318	73%	2764	67%	2644	55%	2731	56%	2424	67%	1837	60%	651	57%	18422	65%
None Reported	3	1%	255	9%	28	3%	282	16%	865	21%	1687	35%	1539	32%	637	18%	750	25%	235	20%	6281	22%
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%
INCOME	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Less than 50% of AMI	338	32%	1116	41%	466	47%	812	45%	1924	47%	2062	43%	2121	43%	1595	44%	1303	43%	639	56%	13971	52%
50-79% of AMI	444	42%	852	31%	304	30%	479	27%	1168	28%	1351	28%	1420	29%	936	26%	714	23%	302	26%	8906	33%
80-100% of AMI	155	14%	536	20%	134	13%	201	11%	570	14%	841	17%	858	18%	657	18%	377	12%	66	6%	5052	19%
Greater than 100% of AMI	0	0%	0	0%	93	9%	205	11%	454	11%	299	6%	359	7%	355	10%	241	8%	58	5%	2419	9%
None Reported	121	11%	216	8%	4	0%	104	6%	8	0%	271	6%	125	3%	74	2%	419	14%	86	7%	1502	6%
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%
CREDIT RATING	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
700 and up (excellent)	NA	NA	NA	NA	9	1%	54	3%	143	3%	136	3%	133	3%	96	3%	93	3%	28	2%	596	3%
680-699 (good)	NA	NA	NA	NA	10	1%	25	1%	58	1%	51	1%	60	1%	52	1%	45	1%	19	2%	268	1%
620-679 (fair)	NA	NA	NA	NA	47	5%	124	7%	266	6%	257	5%	324	7%	208	6%	165	5%	75	7%	1258	6%
580-619 (poor)	NA	NA	NA	NA	81	8%	134	7%	345	8%	359	7%	324	7%	200	6%	170	6%	72	6%	1485	7%
500-580 (bad)	NA	NA	NA	NA	366	37%	530	29%	1122	27%	1060	22%	999	20%	685	19%	505	17%	196	17%	4778	23%
499 and below (very bad)	NA	NA	NA	NA	277	28%	445	25%	865	21%	764	16%	618	13%	391	11%	261	9%	100	9%	3330	16%
0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1231	25%	853	24%	494	16%	13	1%	2591	13%
None Reported	1058	NA	2720	NA	211	21%	489	27%	1325	32%	2197	46%	1194	24%	1133	31%	1321	43%	648	56%	7385	36%
Total	1058	NA	2720	NA	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	28234	100%

* Data reported for 2008 in the above table is from March 1 - December 31, 2008. Data collection with NFMC reportable fields began in March 2008.

Appendix E: Foreclosure Counseling Outcomes, 2008-2015

	2008**		2009		2010		2011		2012		2013		2014		2015		Total	
SUCCESSFUL OUTCOME	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent			Number	Percent
MORTGAGE MODIFIED																		
Brought Mortgage Current	180	18%	129	8%	177	8%	359	12%	330	13%	683	33%	977	40%	147	18%	2982	22%
Mortgage Refinanced	9	1%	9	1%	6	0%	4	0%	3	0%	6	0%	2	0%	2	0%	41	0%
Mortgage Modified	247	25%	424	26%	478	22%	558	19%	396	16%	218	11%	252	10%	234	28%	2807	20%
Referred Homeowner to Servicer with Action Plan and No Further Counseling	0	0%	7	0%	56	3%	42	1%	166	7%	13	1%	73	3%	2	0%	359	3%
Initiated Forbearance	76	8%	159	10%	212	10%	129	4%	80	3%	38	2%	29	1%	45	5%	768	6%
Received 2nd Mortgage	0	0%	1	0%	1	0%	3	0%	7	0%	1	0%	0	0%	0	0%	13	0%
Obtained Partial Claim Loan from FHA Lender	5	1%	3	0%	2	0%	0	0%	4	0%	0	0%	3	0%	1	0%	18	0%
Sub-Total	517	53%	732	44%	932	44%	1095	36%	986	39%	959	47%	1336	55%	431	52%	6988	51%
OTHER SUCCESSFUL OUTCOME																		
Executed deed-in-lieu	6	1%	7	0%	11	1%	6	0%	11	0%	3	0%	3	0%	2	0%	49	0%
Sold Property but not a short sale	16	2%	27	2%	3	0%	3	0%	8	0%	3	0%	3	0%	3	0%	66	0%
Pre-Foreclosure Sale or Short Sale	32	3%	25	2%	51	2%	79	3%	71	3%	87	4%	45	2%	8	1%	398	3%
Sub-Total	54	5%	59	4%	65	3%	88	3%	90	4%	93	5%	51	2%	13	2%	520	4%
TOTAL, SUCCESSFUL OUTCOME	571	58%	791	48%	997	47%	1183	39%	1076	43%	1052	51%	1387	57%	444	53%	7780	57%
FORECLOSURE																		
Mortgage Foreclosed	41	4%	38	2%	71	3%	67	2%	51	2%	35	2%	42	2%	15	2%	359	3%
ONGOING																		
Counseled & Referred to Social Service or Emergency	38	4%	56	3%	62	3%	82	3%	178	7%	133	7%	109	5%	68	8%	726	5%
Foreclosure put on hold or in moratorium; final outcome unknown	0	0%	44	3%	22	1%	3	0%	1	0%	0	0%	0	0%	6	1%	76	1%
Counseled & Referred to Legal Service	36	4%	77	5%	128	6%	113	4%	106	4%	85	4%	75	3%	38	5%	658	5%
Total	74	8%	177	11%	212	10%	198	7%	285	11%	218	11%	184	8%	112	13%	1460	11%
OTHER																		
Other	60	6%	110	7%	16	1%	186	6%	248	10%	3	0%	60	2%	76	9%	759	6%
Bankruptcy	38	4%	39	2%	34	2%	40	1%	18	1%	23	1%	30	1%	12	1%	234	2%
Counseled on Debt Management or sent to Debt Management Agency	3	0%	22	1%	19	1%	4	0%	14	1%	13	1%	8	0%	5	1%	88	1%
Withdrew/Suspended	197	20%	477	29%	777	37%	1331	44%	814	32%	700	34%	710	29%	171	20%	5177	38%
Total	298	30%	648	39%	846	40%	1561	52%	1094	44%	739	36%	808	33%	264	32%	6258	45%
TOTAL	984	98%	1654	92%	2126	52%	3009	62%	2506	51%	2044	56%	2421	88%	835	73%	13760	56%
Currently Receiving Counseling	17	2%	147	8%	1998	48%	1815	38%	2377	49%	1654	46%	633	23%	316	27%	N/A*	-
Total Clients Seen	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	3054	100%	1151	100%	24456	-

* Data reflect a point in time snapshot of outcomes, as clients move through the counseling process they may be in counseling for many months that span across years captured in reporting.

March 1 - December 31, 2008. Data collection with

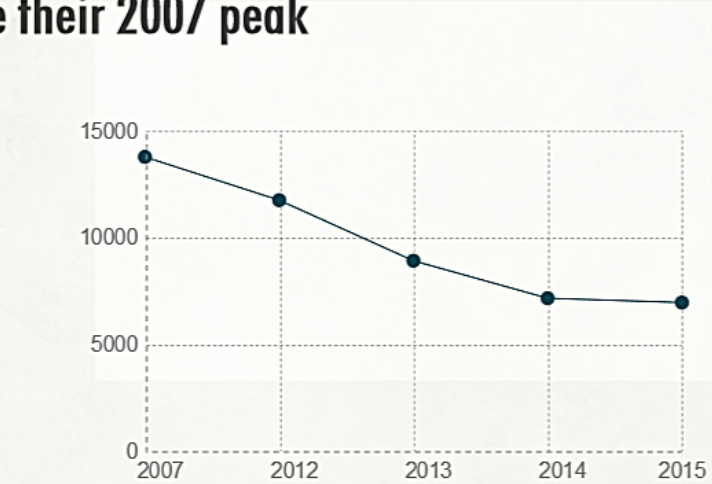
Federal, Ohio and Cuyahoga County Programs in Response to Housing Foreclosures, 2005-2015					
National/Federal	State		Cuyahoga County	Significant Events	
		2005		Foreclosures rise; First Suburbs Mayors request county intervention	
		January		Ohio Foreclosure Prevention Stakeholder's meeting	
		February		County Commissioners form Early Intervention Taskforce	Vacant and Abandoned Properties Action Council (VAPAC) formed
		March			
		April			
		May			
		June			
		July			
		August			
		September			
		October	County issues Commissioner's Report, recommends streamlining foreclosure process; County Treasurer launches Foreclosure Prevention Program and hires staff, contracts with foreclosure prevention counseling agencies. Magistrates start Vacant & Abandoned pr	East Side Organizing Project (ESOP) launches campaign against Countrywide Home Loans, the first of many effective local and national organized efforts that resulted in real change. ESOP's work changed the public perception of servicers and foreclosures	
		November			
		December			
		2006			
		January			
		February			
		March			
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		May			
		June			
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November					
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2007					
January	Auditor's office creates department to collect vacant & abandoned property information from municipalities	County foreclosure filings peak at 13,777			
February					
March					
April					
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August					
September	County creates rescue fund program	Judge Boyko dismisses Deutsche Bank foreclosures			
October					
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April	County Foreclosure Mediation Program established				
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National Foreclosure Mitigation Counseling signed into legislation Round 1: \$180M)	Save the Dream Ohio multi-agency foreclosure prevention initiative established	2008		County Foreclosure Mediation Program established	
Troubled Asset Relief Program - (TARP) established; \$426.4B toward troubled mortgages	Former Ohio Attorney General Richard Cordray helps fund counseling statewide	2008		County Foreclosure Mediation Program established	
Housing and Economic Recovery Act (HERA)		2008		County Foreclosure Mediation Program established	
NFMC Round 2 approved (\$180M)	Ohio Substitute House Bill 138 foreclosure law passes; holds purchasers of sheriff's sale properties accountable	2008		County Foreclosure Mediation Program established	
The Federal Housing Finance Agency (FHFA) places Fannie Mae and Freddie Mac in government conservatorship		2008		County Foreclosure Mediation Program established	
Fannie Mae and Freddie Mac suspend mortgage foreclosures until Jan. 2009	Ohio passes state legislation (S.B. 353) allowing the creation of county land banks	2008		County Foreclosure Mediation Program established	
U.S. Treasury announces Financial Stability Plan; Homeowner Affordability and Stability Plan		2008		County Foreclosure Mediation Program established	
NFMC Round 3: (\$50 M through Omnibus Appropriations act of 2009)		2008		County Foreclosure Mediation Program established	
Protecting Tenants at Foreclosure Act of 2009 takes effect		2008		County Foreclosure Mediation Program established	
NFMC Round 4: (\$65 M through Consolidated Appropriations Act of 2010)		2008		County Foreclosure Mediation Program established	
Hardest Hit Fund established (\$7.6B)	Ohio receives Hardest Hit Funds from US Treasury, along with 17 other states	2008		County Foreclosure Mediation Program established	
Home Affordable Modification Program (HAMP), Home Affordable Refinance Program (HARP), Home Affordable Foreclosure Alternatives Program (HAFA) established		2008		County Foreclosure Mediation Program established	
Dodd-Frank Wall Street Reform and Consumer Protection Act signed into law		2008		County Foreclosure Mediation Program established	
Moratorium on foreclosures due to Robosigning Scandal		2008		County Foreclosure Mediation Program established	
Maintain and continue resolutions from previous years. No fiscal appropriations bills signed.		2008		County Foreclosure Mediation Program established	
NFMC Round 5: Continuing Resolution (maintains \$65M)		2008		County Foreclosure Mediation Program established	
Consumer Financial Protection Bureau begins operating, enforcing federal consumer financial laws		2008		County Foreclosure Mediation Program established	
NFMC Round 6: (\$86M Consolidated and Further Continuing Appropriations Act of 2012)	Ohio Attorney General settles with American Home Mortgage Servicing Inc.	2008		County Foreclosure Mediation Program established	
National Mortgage Settlement (\$50B) with 5 largest mortgage servicers: Ally, Bank America, Citi, JPMorgan Chase, Wells Fargo		2008		County Foreclosure Mediation Program established	
NFMC Round 7: (continuing resolution maintains \$86M)		2008		County Foreclosure Mediation Program established	
Independent Foreclosure Review Settlement (\$9.3B)		2008		County Foreclosure Mediation Program established	
Neighborworks awards \$70.1M to housing counseling agencies nationally		2008		County Foreclosure Mediation Program established	
NFMC Round 8 announced but not funded		2008		County Foreclosure Mediation Program established	
Ocwen National Servicing Settlement (\$125M direct payment, \$28 in lien payments)		2008		County Foreclosure Mediation Program established	
NFMC Round 8: (\$63M funded)		2008		County Foreclosure Mediation Program established	
National Suntrust Settlement (\$40M direct payments)		2008		County Foreclosure Mediation Program established	
NFMC Round 9 announced		2008		County Foreclosure Mediation Program established	
Protecting Tenants at Foreclosure Act expires		2008		County Foreclosure Mediation Program established	
NFMC Round 9: (\$44.8M funded)	Sub. House Bill 134, which expedites foreclosures, introduced in Ohio House	2008		County Foreclosure Mediation Program established	
	All Ohio Counties are now eligible to form Land Banks	2008		County Foreclosure Mediation Program established	
	Ohio Attorney General sues fictitious loan modifiers for violating the Consumer Sales Practices Act and Debt Adjuster's Act	2008		County Foreclosure Mediation Program established	
		2008		County Foreclosure Mediation Program established	
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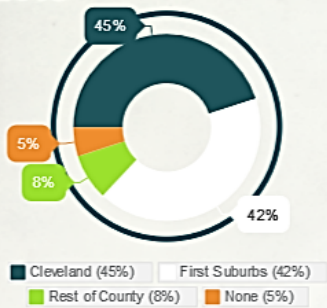
May 25, 2016

Center for Community Planning & Development

Foreclosure Filings in Cuyahoga County have fallen since their 2007 peak

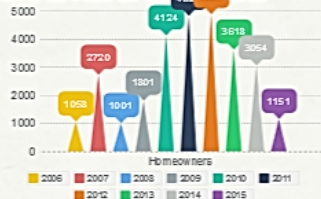


Geographic Distribution of Clients, 2015



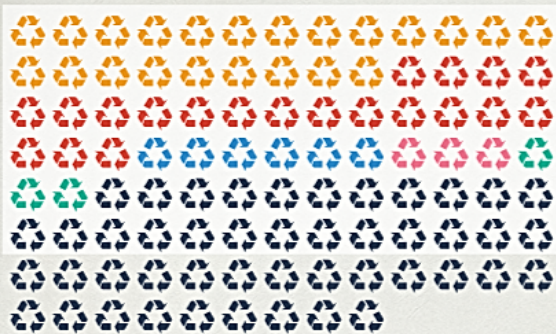
Total Homeowners Counseled, 2006-2015

From March 2006 through December 31, 2015, participating agencies have served 28,234 homeowners at risk of foreclosure.



The number of clients peaked in 2011 and 2012 at 4,824 and 4,883 respectively. Since 2012 the year-over-year number of foreclosure clients has continued to decline. In 2015 it declined by 62%.

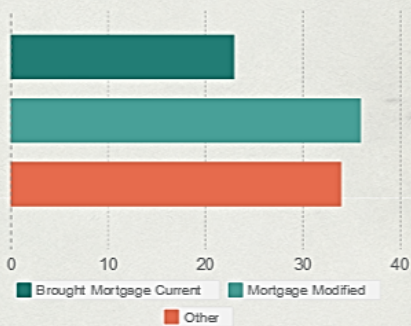
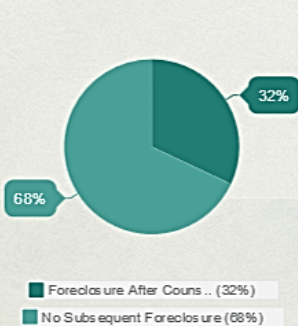
2008-2015 Counseling Client Outcomes



- Brought Mortgage Current
- Mortgage Modified
- Forbearance Agreement
- Pre-Foreclosure Short Sale
- Foreclosure
- Other

In 2015, 53% of homeowners had a successful outcome. Overall, from 2008 through 2015, agencies were able to successfully help 7,780 (58%) of all the homeowners who had some outcome, including withdrew or suspended.

Redefault After Counseling



In an effort to gain greater insight into the sustainability of cures achieved through foreclosure prevention counseling in Cuyahoga County, we examined all reported Cuyahoga County Foreclosure Prevention Program client outcomes from 2008 through 2014 to see if homeowners experienced one or more foreclosure filings post-counseling

As the County moves forward with its first-ever housing plan, it will be important to include foreclosure prevention programs as part of any broader housing revitalization strategy that is developed. It will also be important to measure the contribution the counseling programs are making toward broader goals of housing stabilization and reinvestment.